

## University of London Job Specification

**Job Title:** Staff Development Lead

**Department:** Human Resources

**Section:** Organisational and Staff Development

**Level:** 07 AMP

<b>Job Purpose:</b>	<p>To develop the capability of staff through providing an exceptional, commercially focused, learning and development service.</p> <p>Reporting to the Organisational and Staff Development Manager the core focus of the role is to work in partnership with a wide variety of stakeholders to:</p> <ul style="list-style-type: none"> <li>• Lead the design, development, implementation, and evaluation of core staff development programmes (including management, personal effectiveness, health and safety, project management, academic and research, finance and procurement, and ICT).</li> <li>• Manage ad hoc requests for development from internal stakeholder groups.</li> <li>• Ensure continuous improvement through effective audit/review and enhancement of programmes, policies, systems, and procedures.</li> <li>• Manage current and future relationships with external vendors and suppliers.</li> <li>• Support other learning and development activities and projects that help further improve organisational effectiveness, staff motivation, and engagement.</li> </ul> <p>This encompasses all elements of service delivery including conducting training needs analysis, design, development, implementation, and evaluation across a range of development opportunities.</p>	
<b>Job Content:</b>		%
<p>Planning</p> <ol style="list-style-type: none"> <li>1. To conduct training needs analyses at individual, team, department, or University level in relation to generic or specific capability requirements</li> <li>2. To develop clear annual plans for core development opportunities, with associated resource and budget plans, through the use of data, benchmarking, and 'best practice'</li> </ol>		

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<p>3. To develop and maintain policies relating to the provision of development opportunities</p> <p>4. Promote development opportunities across the University and ensure visibility of these opportunities</p> <p>5. To be the first point of contact for bespoke developments requests from internal stakeholders</p> <p>Design and Delivery</p> <p>6. Take overall responsibility in coordinating, designing, and delivering a range of programmes and development opportunities (from induction onwards)</p> <p>7. Manage current and future relationships with external vendors and suppliers</p> <p>8. Procure suppliers and vendors through conducting market research, obtaining information on costs and licensing arrangements, compare and contrast what different providers have to offer against our needs, and make recommendations</p> <p>Evaluation and Reporting</p> <p>9. Develop and maintain effective systems for managing and reporting on development activity</p> <p>10. Work with colleagues to produce regular quarterly and ad hoc reports and analysis of development activity</p> <p>11. To monitor the quality and evaluation of development opportunities ensuring their impact is measured and making recommendations for improvements where appropriate</p> <p>12. Work with the Organisational and Staff Development Manager to implement a quality assurance and evaluation framework that demonstrates return on investment</p> <p>13. Work with the Organisational and Staff Development Manager to monitor staff development budgets</p> <p>Other</p> <p>14. Manage the University appraisal process, including the development of appraisal forms, system management, providing guidance and training, reporting, and contract management</p> <p>15. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</p> <p>16. To maintain an awareness and observation of fire and health and safety regulations</p> <p>17. Any other duties consistent with both the grade and scope of the post</p> <p>18. Any other duties reasonably required of the postholder by the reporting manager.</p>		
<b>Reports to:</b>	Organisational and Staff Development Manager	
<b>Responsible for:</b>	N/A	
<b>Additional demands of the role:</b>	N/A	

## Person Specification

### EXPERIENCE & PERSONAL QUALITIES

#### *Essential:*

- Experience of conducting training needs analysis to inform planning, design, and delivery or development opportunities
- Experience of designing, developing, and implementing a range of development opportunities for a wide range of staff groups and skill levels
- Experience of evaluating and reporting on a range of development opportunities (for example mentoring, workshops, programmes, job shadowing), and demonstrating return on investment
- Experience of managing external providers and suppliers – including the commissioning process, and on-going management of supplier relationships
- Experience of Learning Management Systems (for example Moodle)
- Able to demonstrate a facilitative leadership style, and is able to broker internal and external relationships to ensure effective learning solutions
- Ability to manage high volume workload and deliver high quality outputs often at pace and to short timescales, with strong attention to detail
- Demonstrate excellent consultancy skills with the ability to question and challenge appropriately whilst engendering trust and building positive working relationships at all levels within a complex organisation
- Excellent written and verbal communication skills
- Creative, resilient and self-motivated with demonstrable ability to motivate and inspire others through a collaboration and partnership
- Experience of working effectively in a team as a collaborative team member

#### *Desirable:*

- Experience of developing learning and development policies
- Experience of implementing quality assurance frameworks
- Ability to translate business needs into learning interventions and work collaboratively with colleagues to develop and deliver these successfully
- Knowledge and understanding of the complex business environment of Higher Education
- An interest in the digital agenda and the use of technology to enable and support learning

**TECHNICAL KNOWLEDGE & SKILLS**

*Essential:*

- Knowledge of theoretical models in learning and development, including design, delivery, and evaluation methodologies
  
- Excellent knowledge of Microsoft Office, particularly Microsoft Excel

**EDUCATION & PROFESSIONAL QUALIFICATIONS**

*Essential:*

- Degree or equivalent qualification or practical experience that demonstrates equivalent levels of knowledge and skill.
  
- Relevant professional qualification in HR, Learning and Development or OD (we would consider a substantial level of experience and a contractual commitment to achieve a relevant professional qualification within two years as an alternative).
  
- Evidence of relevant continuous professional development

*Desirable:*

- Recognised coaching qualification
  
- Qualified to use a range of psychometric tools

Competency Requirements	Essential	Desirable
Adapting to change	B	C
Commercial awareness	B	
Creativity and innovation	B	C
Customer focus	B	C
Interpersonal understanding	B	C
Leadership	B	
Managing resources	C	
Organisational commitment	B	C
Proactivity and planning	C	
Problem solving and decision making	B	C
Resilience	B	C
Self-development and commitment to learning	C	
Striving for excellence	C	

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Working collaboratively with others	C	
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Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.