

# Learning and Development (L&D) Manager

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## 1.1. Role Summary

Reporting to the Head of People, the L&D Manager is responsible for developing and implementing FIECON's L&D plan that addresses all aspects of FIECON's L&D needs and enables the FIECON team to advance their skills and knowledge gaps. The L&D Manager will be key in holding the FIECON team accountable to their individual L&D plans.

## 1.2. Role Responsibilities & Requirements

- **Develop and execute FIECON's L&D plan:** Create a clear, systematic, structured and holistic L&D plan, in alignment with the company's goals and values. The L&D plan will support professional development and build capabilities across the company in a timely and cost-effective manner.
- **Conduct L&D gap analysis and propose relevant L&D courses:** Continually assess capabilities and learning gaps across the FIECON team, and propose new and relevant courses, with a plan for implementation, to fill gaps.
- **Design and implement courses and learning pathways:** Apply a sustainable and systematic approach to design and implementation of individual courses and learning pathways.
- **Manage the development of courses:** Hold course developers (internal & external) – to account, to ensure that courses are developed, signed-off and implemented on time.
- **Manage roll out and completion of courses:** Ensure courses are rolled out on time and in an effective manner, and ensure courses are attended/completed by all relevant persons within the FIECON team,
- **Review, improve and update courses and learning materials:** Regularly review and improve available courses and learning materials to ensure they are up to date and effective. Manage the process of updating where needed, ensuring completion by set deadlines.
- **Implement a variety of L&D methods and opportunities:** In addition to making formal learning components available (e.g. F2F classroom learning, on demand digital courses, workshops), the L&D Manager will design, implement and reinforce interventions to support informal learning, such as coaching and mentoring, on-the-job instruction, leadership shadowing, action-based learning, and lunch-and-learn sessions. The L&D Manager will embrace digital technology and apply creative tech

solutions to L&D at FIECON by keeping up with digital advances (e.g. use of FIECON's intranet, MS Teams, Smartsheets etc.)

- **Dissemination of relevant industry knowledge:** Have a good understanding/experience of the work FIECON does and the industry in which it operates. Be able to provide guidance and insight directly and deliver some elements of training personally (e.g., coaching, pyramid principle etc.).
- **Instilling a culture of self-development:** Ensure all team members are aware of all learning opportunities and feel confident in taking the lead in their own learning and development. Instil a culture of self-reflection and awareness and encourage a proactive approach to learning.
- **Leverage individual's L&D needs:** Work with the resourcing manager to enable individuals to have exposure to a broad range of project types, to develop team members skills, experience and knowledge.
- **Collaboration between business functions:** Liaise with different business functions to define and design L&D programmes. This will include being aware of, and providing input into, recruitment, onboarding, performance management, promotion and succession planning.
- **Analyse and deliver key performance indicators (KPIs):** L&D strategy's execution and impact will be measured using key performance indicators. The L&D Manager will analyse and deliver on KPIs for which L&D have a direct impact – e.g. team satisfaction with learning, learning leading to change in project efficiency, number of L&D courses completed by role etc.
- **Set and meet budgets:** Provide initial input into the yearly L&D budget and execute L&D programs on time and to budget. Determine the return on investment for various L&D strategies.
- **People management:** Manage teams across discreet L&D specific projects (e.g. development of a new course/module).
- **L&D organisation and administration:** Manage the process of applying for company paid for external courses or learning opportunities, such as sponsored MSc, ensuring appropriate training contracts are in place. Also ensuring appropriate records related to L&D are kept and updated as necessary.

### 1.3. Essential Traits & Skills

- **Vision and values:** Champion of, alignment with, and passionate about FIECON's visions and values.
- **Motivator:** Ability to motivate, coach/mentor and develop a team, leading by example with enthusiasm and positivity

- **Structured thinking:** Ability to consider issues and solutions in a structured and systematic manner
- **Communication:** Excellent oral and written communication skills with the ability to communicate complex information in a clear and concise manner and to interact with individuals at all levels, both internally and externally.
- **Accountability:** Ability to hold individuals to account, and apply coaching techniques to convey the importance of L&D
- **Interpersonal:** Excellent interpersonal skills and the ability to work effectively with others across the organization to accomplish team goals
- **Problem-solving:** Excellent problem-solving skills and the ability to generate creative ideas
- **Self-motivated:** Highly self-motivated in overcoming obstacles/barriers to success
- **Target-driven and dedicated:** Passionate about meeting and exceeding company targets and dedicated to ensuring company success
- **Analytical:** Excellent analytical, methodological and research skills
- **Presentation:** Excellent presentation skills
- **Prioritisation:** Ability to juggle priorities to meet deadlines, while retaining consistently high-quality outcomes
- **Organisation:** Outstanding organisational skills and the ability to keep effective up-to-date records

## 1.4. Required Qualifications & Experience

- Previous experience of learning and development, preferably within a management consulting setting
- Experience of developing and implementing standards & processes
- Knowledge of, and hands on experience or specific training in, FIECON's key service areas is preferred but not mandatory
- Degree level education, preferably in Science, Economics, Business or a related field. Minimum 2.1 classification (or equivalent)
- MBA preferred but not mandatory
- Excellent IT and numerical skills including proficiency in Excel, Word and PowerPoint

## **1.5. Logistical Requirements**

- Must be eligible to work in the UK
- Hybrid work model with an office based in either St Albans or London., Some travel between offices may be required. Permanent, full-time role, part time will be considered.