

## JOB DESCRIPTION

1. **JOB TITLE:** Learning and Organisational Development Manager

2. **DEPARTMENT:** Business Support

3. **REPORTING TO:** HR Director

4. **REPORTING TO THIS POSITION:** Not applicable

5. **OVERALL RESPONSIBILITIES:**

- Reporting to the HR Director the role is responsible for leading on the learning and development of all staff within LCF Law and LCF Residential, working with the Heads of Department and Managing Partner to deliver the training needs of the firm.
- Working with the HR Director in identifying opportunities to improve performance and capability across the business via people asset reviews, talent mapping, succession planning and supporting the performance management process.
- Identifying gaps and training requirements to develop programmes of learning for the improvement of the business and the individual development of staff members.
- Designing and delivering high-quality blended learning interventions that align with business need and address key business goals and priorities.
- Ensuring firmwide compliance through training of all staff in line with regulatory requirements.
- Working with the HR Director, Managing Partner, and other key stakeholders to continue to make LCF a great place to work and a great business for our clients to work with.

6. **MAIN AREAS OF RESPONSIBILITY:**

- Working with Managing Partner and Heads of Department in considering professional skills training requirements of departments and individual lawyers, identifying appropriate and timely solutions
- Partnering with the IT service in the roll out and implementation of IT programmes and development initiatives; enhancing colleague knowledge and capability in relation to existing software, upskilling in the use of new technological innovations and identifying with users their needs for training in relation to IT and software applications.
- Educating and training users in the use of the firm's case management and accounting software, (Tikit PLC), maximising individual and firmwide knowledge, understanding and technical capability in relation to this core business system.
- Supporting the HR Director in developing and implement colleague engagement activities such as team building events, wellbeing initiatives and general HR projects.
- Leading on the induction and onboarding of new starters to the business; developing, maintaining and delivering high quality, engaging content to ensure new colleagues receive the best possible joining experience and are sufficiently equipped for success.
- Implementing a new work experience programme for students and utilising the opportunity to raise LCF's brand and corporate social responsibility awareness amongst existing and prospective clients.
- Working closely with the Knowledge and Information Services Manager to support access to professional information for lawyers, adherence to the Continuing Professional Development (CDP) requirements defined by the Solicitors Regulation Authority (SRA), and additional projects such as GDPR compliance, Lexcel accreditation etc. where an education and training requirement arises.

- Working closely with the Compliance Officer to plan, design, implement and deliver appropriate training to individuals, groups of lawyers and the wider business to improve internal procedures and ensure full compliance in line with regulatory requirements.
- Seeking to identify opportunities for innovation and continuous improvement in relation to business processes, procedures and practices and developing associated solutions.
- Overseeing the development of apprentices; collaborating with external bodies, reviewing progress and identifying and addressing development needs. Assisting in recruiting additional apprentices as required by the firm in discussion with Departmental Heads and HR and considering the needs of the business.
- Establishing and managing relationships with third party suppliers and external training providers in line with departmental budgets.
- Ownership of the firms Learning Management System (LMS); maintaining content and staff records and reporting on and managing the completion of mandatory learning modules.

#### **PERSON SPECIFICATION:**

- Proven work experience in a Generalist HR or Learning & Development role, or similar.
- Proven ability to deliver across the full training cycle (analyse & assess > design & develop > deliver/implement > evaluate).
- Experience of working in a regulated, legal or professional services environment.
- Excellent communication and presentation skills; confident facilitating in face to face and virtual environments, with expert knowledge of the use of video conferencing/webinar technology
- Ability to develop and deliver learning and development initiatives using a wide range of media and methods that extend beyond traditional classroom delivery, including e-learning, virtual delivery, video guidance and other digital learning tools.
- Ability to translate complex/technical processes and articulate them in a manner that can be easily interpreted, including the development of associated guidance materials.
- Experience of delivering change projects and leading on or effectively managing change within an organisation
- Strong project management skills with a track record for delivering successful outcomes
- Experience of consulting or collaborating with business leaders to identify, recommend and deliver effective business solutions.
- Excellent stakeholder management skills with a proven track record for establishing highly positive working relationships and with the ability to clearly articulate recommendations and influence stakeholders in different roles.
- Knowledge and experience of working with a Learning Management System.
- Strong IT literacy with advanced knowledge of the Microsoft Office suite.
- CIPD Level 5 in HR or Learning and Development, with a working knowledge of modern learning methodologies.
- Seeks opportunities to add value outside of their remit
- Passionate about contributing to the business vision