

## Job Description

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<b>Job Title:</b>	Learning & Development Specialist
<b>Department:</b>	Organizational and Human Development, OHD
<b>Reports To:</b>	One of Manager Employee Development or Leadership Development, OHD
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8-10
<b>Effective Date:</b>	May 2021

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### **Primary Purpose**

Reporting to one of the Managers (Manger Employee Development or Manager Leadership Development) within Organizational and Human Development (OHD), the Learning and Development Specialist is a member of the OHD team responsible for the day-to-day activities in the areas of learning, training and development. The Learning Specialist role is to provide learning and development opportunities for University Employees by providing workshops, immersive programs, events and/or other various materials and initiatives. The Learning Specialist will research best practices, trends, and new initiatives in Learning and Development and is accountable for developing and implementing a plan that will enable the development of UW employees through building knowledge and capacity and overall effectiveness. The incumbent contributes to the strategies and plans of the OHD department and builds relationships and partners with individuals and departments at various levels across the University community.

### **Key Accountabilities**

#### **Learning and Development**

- Work jointly with the Director and Management team within OHD to oversee research and analysis related to meeting OHD objectives and satisfying the needs of the various client groups.
- Devise a learning and development strategy and develop learning and development programs based on campus needs.
- Work with departments to determine the department's and the individuals' needs for customized programs.
- Consult, amend, and revise programs as necessary in order to adapt to changes occurring in the work environment.
- Assesses learning and reports on the effectiveness of current programming in relation to departmental goals and institutional strategic objectives
- Liaises with institutional subject matter experts on course creation and best practices
- Manages additional assigned projects to support the strategic direction of OHD
- Consults with client groups through asking questions, listening skills and identification of client needs.
- Assume lead role in course development projects; identify objectives, deliverables and deadlines
- Perform needs assessments of the types of development required and determine the best means of delivering training.
- Hire, train, supervise and support co-op student when needed and creates meaningful opportunities for coop student experience
- Understands expectations and level of reporting details required by the various campus groups
- Provides leadership and mentoring to team members as required.

## Job Description



- Designs, coordinates, implements and evaluates workshops, development programs, events and activities designed to promote learning and development
- Researches and maintains current knowledge of best practices in adult education (face-to-face, blended, and technology-based) and promotes engagement and learning through their application
- Research and implement new initiatives to support goals and enhance participant experience within the program
- Research best practices within Organizational Development and Learning and provide course, speaker or conference recommendations based on findings
- Evaluates and reports/documents the effects of major projects undertaken

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### **Required Qualifications**

#### **Education**

- Completion of an Undergraduate degree with a Master's degree preferred in a relevant discipline, with exposure to learning and development, organizational development and/or human resources.
- Background in adult learning, instructional design, organizational development and/or behaviour change.

#### **Experience**

- 2-3 years of experience in design, training methodology, coordination, implementation and evaluation of training and development programs, events and activities.
- Experience in creating innovative training and learning programs in addition to having an advanced knowledge of University of Waterloo culture, organization and community.
- Experience with application of current learning theory and experiential design

#### **Knowledge/Skills/Abilities**

- Strong communication skills, facilitation skills, time management, project management, and working both independently and collaboratively with guidance from multiple project supervisors
- Demonstrated knowledge of adult learning principles/theories
- Demonstrated success with current learning theory and practices, with application of knowledge to workshop design and delivery
- High personal motivation, self-management, and detail-orientation; ability to take responsibility in meeting deadlines and making progress without direct supervision.
- Strong spoken and written communications skills.
- Interacting with internal and external stakeholders of other universities and organizations
- Flexibility in responding to new research opportunities as they arise.
- Handle and protect confidential and sensitive data with integrity.
- Advanced working knowledge of Microsoft Office 365, Teams, and supporting applications
- Intermediate working knowledge of MS Excel & PowerPoint and Qualtrics
- Continuous improvement mindset
- Demonstrated ability to handle confidential information with tact and sensitivity.
- Experience educating a diverse array of stakeholders and models University values of equity and inclusion

- Demonstrated success working in a diverse and professional team environment modeling and contributing to a healthy work environment

### **Nature and Scope**

- **Contacts:** Executive and managerial staff across campus, professional and administrative staff in Human Resources and the office of the APHR, Campus Wellness, Academic Integrity Office, various consulting/research Faculty members, all members of the campus community
- **Level of Responsibility:** Based on USG level - Manages a specialized portfolio within the department and is responsible for the work within that area of responsibility.
- **Decision-Making Authority:** Makes frequent, timely independent decisions on the basis of general guidelines and directives. Requires flexibility in decision-making, responding to changing priorities.
- **Physical and Sensory Demands:** Minimal demands primarily operating within an office environment. Occasional lifting, carrying and standing for periods of up to 6 hours.
- **Working Environment:** The OHD program is a flextime unit and occasional weekend and evening work may be required.