

## Job Description

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<b>Job Title:</b>	Manager, Learning and Development
<b>Department:</b>	Organizational and Human Development
<b>Reports To:</b>	Director, Organizational and Human Development
<b>Jobs Reporting:</b>	Learning and Development Specialist(s)
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	March 2023

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### **Primary Purpose**

The Manager, Learning and Development is accountable to the Director, Organizational & Human Development, and is part of an interdependent and collaborative team committed to supporting the learning and development of University employees in their professional and personal development, contributing to the strategic goals of developing talent and strengthening our institutional community. The Manager actively supports and contributes to strategic leadership and effective management of the department and manages the Learning and Development Specialist team. including hiring, coaching, supervision, collaboration, and programing oversight. The Manager will direct the development of programs to ensure best practices for lifelong learning are meet through relevance, design, delivery and reflect the University values and leadership development framework.

### **Key Accountabilities**

#### **Leadership**

- Advances and implements the learning and development strategy for departmental employee, leadership and onboarding programs
- Recommends and implements strategic learning and development initiatives
- Directs resourcing of custom learning requests and special projects
- Manages client relationships including proactive outreach with both internal and external partners
- Develops and maintains partnerships that assist with the promotion and development of departmental services.
- Ensures that all departmental programming provides is client focused, aligned with institutional requirements, and provides quality learning and development programming
- Partners with department heads and managers to provide strategic learning solutions to ensure alignment with departmental goals.
- Accountable for the final product design and development of programs, modules and learning events
- Reviews and renews program relevance
- Oversees development of and approval of programming aligned to the strategic priorities of the institution.
- Responsible for ensuring that all learning and development activities offered by the department including any related support activities comply with the current University policies in regard to accessibility, copyright, and privacy legislation, as well as the University standards for quality
- Act as a departmental representative on campus wide University committees

#### **Client Service/Community Building**

## Job Description



- Partners with department managers and supervisors to develop and support professional learning and development strategies within specific units. Providing advice and guidance to support those departments
- Acts in a consulting role with managers to develop learning and development pathways that meet a department's strategic needs
- Where appropriate works in partnership with Human Resources Partners to assist with implementing any learning & development opportunities identified as part of a performance improvement plan
- Works in partnership with Workforce Planning and Change Management to develop learning and development plans to support people plans
- Liaises internally with other professional learning and development areas including but not limited to CEL, CTE, CEE, IST, WIL, and Learning and Development -Community of Practice
- Liaises with external professional learning and development professionals in higher education and industry
- Develop internal and external relationships to identify workforce development needs and support appropriate program creation

### **Staff Management**

- Hires and manages the departmental Learning & Specialists
- Coaches, trains and develops employees in the development of their career path
- Conducts regular ongoing performance planning with direct reports and ensures adherence to the annual performance planning & review process as per University policy
- Provides development opportunities both internal and external to the University with direct reports to advance career path progression

### **Research, Analysis & Evaluation**

- Ensures proper rigor through research, analysis, monitoring and understanding, of all existing programs and workshops
- Oversees the continuous review of program offerings to meet strategic needs institutional needs and generates new program ideas
- Establishes measurement and evaluation metrics for learning and development specialists to measure and analyze learning program outcomes and program objectives
- Cultivate formal partnerships with academic departments, research centres, and academic support units, to leverage and deliver programming
- Liaises with IST to ensure that the technology (i.e. software, media, web platforms etc.) supports the desired instructional and development best practices and follows institutional IT security requirements and licenses

*\*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**

- Masters preferred or Undergraduate degree with equivalent experience in adult education and/or CTDP Certified Training & Development Professional Designation

### **Experience**

## Job Description



- 5-7 years' experience in progressive Learning and Development environment including leading, supervising, motivating and directing the work of others.

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

- Significant experience developing and implementing Learning and Development strategies.
- Comprehensive knowledge and understanding of adult learning theory and methodologies.
- Ability to manage and motivate a team of individuals to successfully meet goals and objectives
- Excellent communication, team building and problem-solving skills
- In-depth knowledge of program design and successful facilitation methods
- Proven ability to execute a variety of ongoing projects, manage multiple priorities concurrently, meet tight deadlines, organize and prioritize effectively.
- Demonstrated proactive approach to program implementation, problem solving, making timely and effective decisions
- Demonstrated skill partnering with clients to support ongoing strategic initiatives
- Knowledge of budget and financial processes
- Knowledge of Human Resources responsibilities and practices an asset
- Proficient with Microsoft Office 365, Teams and supporting applications.
- Intermediate proficient with technology-based learning and development software

### **Nature and Scope**

- **Contacts:** Internally communicates with the University leaders, managers, staff, faculty and union employees at all levels. External contacts include community partners, learning and development professionals, higher education counterparts, vendors. Facilitates experiences for variety of audiences including senior leaders, board members, executives and staff.
- **Level of Responsibility:** The position is responsible and accountable for the results of the Learning & Development Specialist Team. Responsible to contribute to and meet the objectives of the OHD strategy. Lead the team to develop and maintain solid relationships with campus partners.
- **Decision-Making Authority:** The Manager will be responsible and accountable for establishing priorities for the Learning and Development Specialist team, , responding to client requests at all levels of the organization, and make decisions on program budgets. To consult with the Director on decisions impact campus wide initiatives.
- **Physical and Sensory Demands:** Minimal demands; primarily operates within an office or training/classroom environment. Some eye strain and fatigue due to online learning environment. Some hands-on activities that require minimal physical effort.
- **Working Environment:** The OHD program is a flextime unit and occasional weekend and evening work may be required. Key attributes of the working environment are flexibility in terms of work hours and availability due to the nature of how OHD learning and development offerings and initiatives are structured for delivery; demonstrate creativity and innovation and be a naturally collaborative team oriented individual. Occasional exposure to stressful situations at large OHD events and in learning programs with difficult participants.