Job Description:
Learning & Development Manager

Function:	HR
Job:	Learning & Development Manager
Position:	**Learning & Development Manager**
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Jennifer Cleary – Head of L&D for Healthcare
Additional reporting line to:	Leslie-Anne Cook – Compliance Manager SMH
Position location:	

1. Purpose of the Job – State concisely the aim of the job.

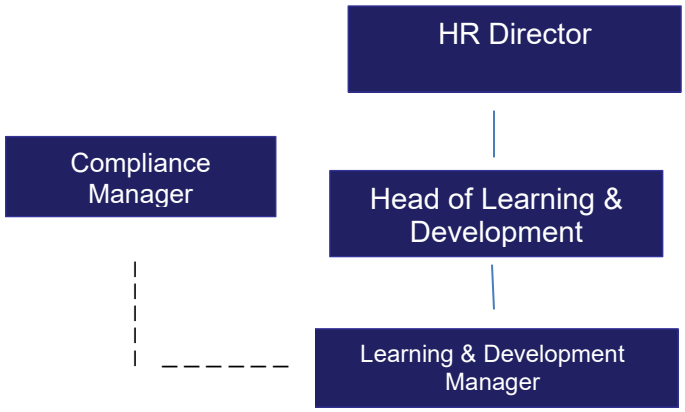
- To manage the provision and delivery of all learning and development activity for Sodexo employees on site and within allocated hub sites across healthcare, in line with internal policy and client agreements, and provide accurate and timely management information to agreed formats and deadlines.

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY25:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a
		EBIT margin:	tbc			Region Workforce	tbc
		Net income growth:	tbc			Outsourcing growth rate:	n/a
		Cash conversion:	tbc			HR in Region	tbc

Characteristics ▪

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- There will be some travel required for example to meetings or events including occasional visits to HUB site coverage.
- Challenging timeframes set by the client

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Ensure that all Sodexo personnel on site receive the required learning and development as set out in the project agreement and in accordance with Sodexo internal policies.
- Ensure that all learning delivery meets the standards and content set out by Sodexo policy and the project agreement.
- Maintain accurate records of all learning and development activity undertaken on site and report on this following timescales and formats agreed in the project specification.
- Work closely with site managers, developing training to support the compliance on site.
- Maintain professional relationships with site team, segment L&D team, central L&D team and support hub contacts.
- Support operation manager in the delivery of mandatory training, training supervisors, ensuring they are trained and competent to deliver mandatory and core training .
- To provide support to service managers and senior management in the development of their direct reports.
- Produce and maintain a local Training Needs Analysis, ensuring that this is updated throughout the annual appraisal cycle.
- Use the learner management system to run report for site and others where required,
- Maintain compliance of the site against the learning and development indicators as set out by company policy and the project agreement.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Site statutory and mandatory training compliance in excess of 95%
- Accurate management information provided meeting agreed formats and timescales.
- Provision of solutions to business specific learning and development requirements.
- Ensure that contract agreement requirements are being met.
- Local learning and development is designed and delivered in keeping with company standards.
- All learning and development activities evaluated to monitor the return on investment from the activity

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Hold a certificate in training, learning and development or equivalent.
- Previous experience of providing a training and/or learning and development service
- Ability to communicate effectively to other people across all levels and organisations.
- Experience of managing a learning provision.
- Experience influencing performance at peer level.
- Ability to operate with multiple reporting lines.

Desirable

- Accredited qualification in training and/or learning and development.
- Previous experience in a similar role.

- Proven track record of managing a learning and development support service
- Experience of developing a training function.
- Experience in supporting the mobilisation of staff to a new service provider.
- Previous background including coaching and facilitation

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Growth, Client & Customer Satisfaction / Quality of Services provided	Leadership & People Management
Rigorous management of results	Innovation and Change
Brand Notoriety	Business Consulting
Commercial Awareness	HR Service Delivery
Employee Engagement	
Learning & Development	

9. Management Approval – To be completed by document owner

Version			
Document Owner			