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**Learning & Development Manager**

**Job Description**

**Overview**

To be responsible for the development and delivery of the annual one-day legal training programme including courses, conferences and other individual training projects and initiatives. Designing and delivering in collaboration with external speakers and stakeholders a targeted and diverse programme of legal training events across a range of practice areas, ensuring the highest quality in the design and delivery of all programmes. Working to ensure the training programme contributes to the positioning of LLG as the market leader in local government legal training; collaborating with the training team to develop marketing and communications for programmes that encourages take up and attendance to ensure their financial viability. The Learning and Development Manager provides support to the CEO, Executive Director of Policy & Governance and Head of Business Services and supports the company in achieving its aims and objectives in the delivery of member services.

**Duties and Responsibilities**

* Design and facilitate the delivery of the annual training programme of courses, conferences and individual legal training projects.
* Work in collaboration with key stakeholders and speakers on the design of all courses and conferences, ensuring programmes are topical, relevant and appropriately focused for the audience of local government lawyers.
* Oversee the delivery of all courses and conferences.
* Facilitate the delivery of some individual courses and conferences.
* Identify the need for and develop new training programmes, owning the end-to-end process from concept to final product delivery, ensuring programmes are launched on time and budget.
* Continually review the training offer to identify opportunities for improving quality and delivering value for money.
* Work with the Legal, Training & Projects Executive to develop and implement marketing initiatives to increase take up, attendance and revenue from training programmes.
* Manage the pool of speakers, work with them on the design and development of training programmes, source and onboard new speakers.
* Plan and deliver Day 2 of the annual Spring and Governance Conferences and provide assistance with the planning and delivery of Day 1 of both Conferences.
* Build and develop positive working relationships with internal and external stakeholders including LLG team members, Board members, national leads and representatives from corporate partner law firms.
* Oversee course and conference feedback and deal with any complaints from/relating to speakers or delegates.
* Monitor income from courses and conferences and provide the Head of Business Services with information relating to their profitability.
* Provide information as required to the CEO and Board relating to the development, delivery and profitability of the course and conference programme.
* Contribute to the planning and overseeing of the work of the Legal, Training & Projects Executive and the Legal Training, Membership Support & Projects Coordinator.
* Continually monitor the local government legal market to maintain an understanding of trends and developments in the sector, using that knowledge to inform the development of the training offer.
* Make a positive contribution to the wider LLG team, working proactively and collaboratively with colleagues.
* Keep a personal record of leave and absence related information.
* Operate across a variety of platform including Microsoft 365, SharePoint, Teams, Zoom, D365, and demonstrate the ability to learn other platforms such as Umbraco for marketing purposes.
* Promote and safeguard equality and diversity, challenging and reporting when necessary.

**Person Specification**

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|  | **Skills:**  **Essential (E) / Desirable (D)** | **Assessed by: Test (T)**  **Shortlist (S)**  **Interview (I)** |
| **Education** | | |
| * Educated to degree level or higher | E | S |
| **Knowledge** | | |
| * Knowledge and understanding of the legal industry and the local government sector * Working knowledge of course design, delivery and management, including online delivery * Good understanding of marketing opportunities and the use of social media platforms for marketing and member engagement * Understanding of the workings of a membership services organisation * Working knowledge of Microsoft 365 (SharePoint), Teams, Zoom and social media platforms * Understanding of data protection and its relevance to the key elements of the role * Good understanding of the need for confidentiality and be able to demonstrate steps to ensure integrity | D  E  E  D  E  E  E | S, I  S, I, T  S, I  S, I  S, T  S  S, I |
| **Experience S, I, T** | | |
| * Qualified lawyer with post-qualification experience in practice (preferably) * Experience of working in a local authority as a lawyer or officer * Course and conference management experience (ideally with online delivery) * Demonstrated experience of working unsupervised and taking responsibility for decisions * Experience in an externally facing role to include dealing with customers or clients * Working with external speakers and consultants on course design and delivery * Experience of drafting communications on behalf of an organisation with a local or national profile * Project management involving multiple deadlines and the management of various stakeholder interests and deliverables | D  D  E  E  D  D  D  E |  |
| **Abilities, Skills & Competencies S, I, T** | | |
| * Ability to manage different projects and to organise and prioritise workload * Good interpersonal skills and the ability to encourage positive working relationships with staff and colleagues * Ability to resolve problems creatively and disseminate information clearly. * High level of literacy skills to draft course content information, marketing content and other material * Strong customer focus with the ability to develop and maintain strong communication and working relationships with members, colleagues, corporate partners and stakeholders * Professional and conscientious with good attention to detail | E  E  E  E  E  E |  |
| **Equal Opportunities S, I, T** | | |
| * Must undertake duties and responsibilities with due regard to equalities issues and actively promote ways of eradicating discrimination | E |  |