



Royal Albert Hall

## JOB DESCRIPTION

**Role:** Learning and Development Manager

**Location:** Royal Albert Hall

**Reports to:** Head of Human Resources

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For nearly 150 years we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting 390 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.

### **OUR VISION AND VALUES**

Our vision is to inspire artists and audiences worldwide with the magic of the iconic Royal Albert Hall, creating life-enriching, unforgettable experiences for everyone. The Royal Albert Hall is more than just a building. Together we are...

#### One team

Encouraging and harnessing each other's talents, valuing our differences, supporting one another and celebrating our achievements together

#### Passionate

Dedicated, creative, embracing new ideas, always seeking a better way; because together we are writing the story of the Royal Albert Hall

#### Open to all

Welcoming, warm, always professional; committed to providing as many people as possible with unforgettable experiences

### **THE ROLE**

To champion and raise the profile of Learning and Development across the whole organisation by developing coherent, prominent and forward-looking strategies and initiatives in relation to: talent management; succession planning; leadership development; induction /on boarding; work experience and interns; developing skills and addressing deficits; mandatory training; soft skills enhancement; appraisals; career progression and retention.

To manage the Hall's Apprenticeship Programme, from liaising with training providers, managing the Hall's levy recovery and supporting both departmental managers and apprentices.



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### **KEY RESPONSIBILITIES**

#### **Learning and Development**

1. Develop and implement an organisation-wide Learning and Development strategy in line with the Hall's vision and values and wider business plan objectives.
2. Identify training and development needs at an organisation-wide level, as well as for specific departments and roles, to minimise skills deficits, enhance personal development and career progression within the organisation (as part of a talent management and succession planning programme).
3. Maintain and continually evaluate the Hall's Leadership and Management Programme to nurture leaders and develop management capabilities across the middle management team to ensure that managers and aspiring managers have the right skills to proactively lead, motivate, engage and develop their teams.
4. Manage and develop the Hall's performance management and skills framework (including the appraisal process) to ensure this is implemented across the whole organisation in line with the Hall-wide L&D strategy. Provide advice, workshops and guidance for managers and employees on all aspects of the framework, to ensure the process is meaningful, effective and not viewed as a 'tick-box exercise'.
5. Manage the implementation of the newly acquired Learning Management System (LMS), Saba, to ensure delivery of the Hall's L&D strategy. Be responsible for the functionality development of the LMS and all e-learning tools to best suit the Hall's needs.
6. Design, develop and procure cost-effective high quality training and development programmes based on both the organisation and individuals' needs, including essential skills, mandatory training, train the trainer, technical and role-specific requirements.
7. Act as an ambassador for learning at the Hall, leading by example and encouraging employees to be responsible for their own professional development.
8. Develop training itself as a key engagement tool and champion team building, coherence and cross departmental collaboration as a way of learning and sharing insight in order to reinforce the Hall's 'one team' values.
9. Establish suitable methods of L&D delivery to work with the Hall's varying working patterns, roles and learning styles of individuals.
10. Where external training provision is required, be responsible for procurement and supplier management, ensuring value for money and return on investment.
11. Be responsible for the monitoring and tracking of all external spend relating to Learning & Development.
12. Ensure effective records of all L&D activities are maintained. Be responsible for producing and analysing MI in relation to all L&D activity.



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13. Ensure that all hiring managers are skilled appropriately to deliver a consistent, modern hiring process that enables high calibre appointments and successful hires who embrace our vision and values and enable diversity of our workforce.
14. Support the HR team in managing the Hall's work experience and intern programmes, providing advice and suggestions for its growth and development to improve the Hall's offering.
15. Continually assess and evaluate the quality of all learning and development initiatives to ensure they are fit for purpose, value for money and that they meet the L&D strategy.

### **Apprenticeships**

1. Support the Hall's apprentice cohort through to the successful completion of their apprenticeships by ensuring each apprentice fulfils the required studying, evidence-gathering and practical elements of each apprenticeship. Manage and support the 20% off the job learning periods for the apprentices and maintain contact with relevant training providers to ensure each apprentice remains 'on track'.
2. Assist the Philanthropy team in securing funding to support the ongoing Apprenticeship Programme and its development, when required (for example by providing cost forecasting, projections and data concerning apprentices).
3. Maintain strong relationships with external bodies, training providers and apprenticeship networks outside of the Hall to stay abreast of developments in legislation and good practice regarding apprenticeships.
4. Support and develop line managers in their role as a mentor as well as line manager to an apprentice.
5. Manage the Hall's levy contribution, identifying opportunities for the appropriate use of it, including apprenticeship training to upskill existing staff if appropriate.
6. Provide additional pastoral care and support to the Hall's apprentices, regularly meeting with them, discussing their needs and progress and in turn acting as the focal point for external bodies to visit the Hall in relation to the Hall's apprentices (such as regular visits by training providers or assessors).

### **HEALTH & SAFETY**

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.



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### **SUSTAINABILITY**

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.

### **PERSON SPECIFICATION**

- An inspirational role model who motivates others to work with honesty, integrity, self-motivation and good humour.
- Persuasive and resourceful, calm and resilient.
- Excellent leadership and motivational skills with a consistent and approachable style, which inspires confidence in others and nurtures a desire to excel.
- Excellent organisational, logistical and problem-solving skills with a proven ability to think ahead and to react to changing information in a positive and proactive manner.
- Ability to think laterally and assess the organisational impact of decisions and recommendations that may be wider than just the task in hand.
- A proactive commitment to a team ethic through co-operation, communication, motivation, flexibility, positivity and enthusiasm.
- Ability to build effective and positive working relationships with all colleagues.
- Strong interpersonal style with the ability to interact effectively and build trust-based relationships with a diverse group of stakeholders, internally and externally.
- Excellent written and oral communication skills, with the ability to represent the Hall at a senior level, both internally and externally.
- Ability to assess and interpret situations and individual learning needs (perhaps beyond the initial face value) to determine appropriate recommendations.
- A flexible approach to work, able to juggle multiple priorities whilst maintaining a positive and co-operative approach at all times.
- Ability to deal with information discreetly, sensitively and in absolute confidence where required.

### **Experience and qualifications**

- Demonstrable previous experience of providing a full Learning and Development remit within a fast paced, demanding working environment.
- Experience of devising an appropriate and forward-looking Learning and Development strategy for an organisation, gaining buy-in and commitment from senior management.
- Experience of designing, tailoring and procuring varied training for diverse staff groups.
- Experience of supporting, mentoring or line managing apprentices or more junior members of staff.
- The candidate should have at least commenced or ideally completed the CIPD qualification or equivalent, e.g. QTLS or Diploma in Education and Training
- Good grasp of all Microsoft packages and experience of working with HR and / or learning management systems, including e-learning.