

Job Title: Learning & Development Manager

Department: Operations

Location: Head Office (Hybrid 3 days in office)

Reports to: Operations Director

## Role Overview

This role requires a strategic leader who can identify training needs, develop and design comprehensive training programs, and lead the continuous improvement of learning strategies across the business. The L&D Manager will work closely with the Quality & Compliance Department to ensure the highest standards of procedural accuracy and compliance are maintained. The ideal candidate will have a strong background in instructional design, excellent organisational skills, and a passion for fostering a culture of continuous improvement.

## L&D Strategy & Leadership

- Develop and implement L&D strategy aligned to business goals.
- Identify capability needs across operations.
- Lead and support training teams.

## Training Design & Delivery

- Oversee training programmes across all functions.
- Ensure engaging and practical delivery.
- Implement blended learning approaches.
- Standardise training across sites.
- Create and develop content as and when required
- Coordinate with department heads to accommodate training within operational schedules.

## Compliance & Regulatory Training

- Ensure compliance with regulations.
- Expert in regulatory knowledge.
- Lead response to audits and record keeping.

## Talent Development

- Develop leadership programmes.
- Support succession planning.
- Identify high-potential employees.
- Embed coaching frameworks.

## Performance & Capability

- Track training KPIs.
- Identify skills gaps.

- Improve performance through training.
- Measure training impact.
- Raise training and/or competency risks to the appropriate area of the business

## Continuous Improvement

- Stay current with industry trends and best practices in process development. This may involve taking part in water industry exercises, demonstrations and steering group events.
- Regularly evaluate the effectiveness of training programs and make improvements based on feedback and results.
- Foster a culture of continuous learning and development within the organisation.

## Systems & Digital Learning

- Manage LMS systems.
- Implement digital learning tools.
- Maintain accurate records.
- Improve training scalability.

## Qualifications:

- Experience in training and development, preferably in a corporate environment.
- Strong knowledge of instructional design principles and adult learning theory.
- Excellent communication, presentation, and organisational skills.
- Ability to work collaboratively with cross-functional teams, and relate with personnel of diverse backgrounds and workload types.
- Familiarity with quality assurance, compliance, and regulatory standards.
- Strong analytical skills and attention to detail.
- Ability to manage multiple projects and priorities simultaneously.

## Preferred Qualifications:

- Certification in Training and Development (e.g., ITOL, CPD, AET).
- Experience in a regulated industry, such as Utilities, Construction, Food & Beverage industry, Pharmaceuticals, Healthcare, or Manufacturing.
- Proficiency in multimedia tools for creating video and digital training content.