

Class No.:	Proposal
Original Date:	
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Pay Group:	11

CLASS SPECIFICATION

MANAGER, LEARNING & DEVELOPMENT- 18 Month Temporary

NATURE AND SCOPE OF WORK

The Manager, Learning & Development (L&D) reports to the VP, People, Culture and Diversity in the Human Resources Department. This position is responsible for the development, implementation, and administration of the University's employee L&D programs and services. Examples of these initiatives include designing, proposing and delivering relevant programming that supports managers and senior leadership to foster employee development as it relates to the University's long-term goals, as well as all required University-wide training. The Manager, L&D also leads and/or participates on special assignments, projects, and initiatives.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Leads the L&D strategy and annual plans/deliverables, including the design, development, implementation and evaluation of the success and effectiveness of University L&D programs and pathways in alignment with departmental and University goals/needs
- Utilizes available metrics in making data-driven L&D programming decisions
- Facilitates the delivery of engaging L&D programming across in-person, virtual and hybrid methods of learning in topics such as leadership development, manager development, coaching skills and applying EDI-informed best practices in the workplace
- Incorporates principles of adult education and effective learning methods in program design
- Curates, supports, and evaluates the content and usage of L&D technologies and learning pathways, designed in collaboration with subject matter experts
- Manages the administration, support and evaluation of the effectiveness of the L&D technologies, including e-learning platforms and methods of facilitating in-person/virtual/hybrid with employees working at different geographical locations, at times with different learning styles and accessibility requirements
- Solicits and evaluates feedback on content and program delivery to ensure continuous improvement
- Maintains a strong knowledge of industry best practices and trends in relation to L&D design, delivery, program development and evaluation

- Leads the L&D programming recommendations to support the intended organizational change and related strategic planning efforts towards Envisioning 2030; works collaboratively with other HR Managers to align with portfolio goals
- Ensures all L&D programs maintain a degree of quality required for the successful execution of the program and portfolio contributions to the University
- Engages with any required subject matter experts to adapt and modify workshop content, including in-house expertise (e.g., HR) and external expertise (e.g., community partners, consultants)
- Manages the roles and expectations of all parties through end-to-end L&D program scheduling with support of the HR Department (e.g., timely scheduling of dates, room bookings, accessibility accommodations, AV/tech equipment and relevant workshop materials distribution)
- Maintains L&D best practices align with EDI-informed inclusive practices
- Develops and maintains effective working relationships with relevant partners
- Participates in required training and/or certifications as required for the role
- Supports with special projects as required
- Travels to different locations to offer in-person training as required
- Performs other related duties as required

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated ability to assess, develop and implement appropriate L&D strategies to engage and educate a broad range of employees across the University
- Demonstrated ability to build, manage and influence through relationships with internal and external partners
- Demonstrated consultation, facilitation and relationship building skills with ability to negotiate, influence, persuade and reach consensus to resolve issues.
- Demonstrated ability to work autonomously to manage concurrent priorities in a fast-paced environment, as well as working on a cross-functional team with other internal partners
- Demonstrated innovation and change management skills, including excellent influencing and time management skills while completing commitments within agreed upon deadlines
- Strong facilitation skills for delivering workshops and/or to coach other facilitators to develop their skills, as required
- Ability to exercise discretion, judgement and tactful decision-making while exhibiting a high degree of confidentiality and/or in the face of conflict, especially in a group setting
- Proven ability to think critically to evaluate and improve programming when appropriate
- Proven ability to prioritize goals, work to deadlines and demands with multiple concurrent projects, making responsible decisions and determine when to seek advice
- High customer service orientation, with the ability to engage and create a positive and meaningful learner experience through different modes of delivery or engagement

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Bachelor's degree in a related discipline, or an equivalent combination of education and experience

- A minimum of three to five years experience as a facilitator, in Learning & Development role(s), or an equivalent combination of education and experience
- A minimum of three to five years experience working in a post-secondary institution and/or public sector organization is preferred
- Certification in a L&D or training & development program or related field is preferred
- Certification in one or more psychometrics (e.g., DiSC) or leadership program (e.g., Situational Leadership) preferred
- Prior management experience preferred
- Prior HR experience preferred