

# GROUP LEARNING AND DEVELOPMENT MANAGER BRISTOL/IPSWICH

2019

## The Role

At Curtis Banks, we believe that a business can only be as successful as the people who work for it. Our commitment to encourage employees to take responsibility for their career, encouraging them and offering opportunities for advancement, is an integral part of our business strategy.

This is a newly created role to lead the L&D function across the Curtis Banks Group. The purpose of this role is to develop and deliver an L&D strategy, function and range of solutions to meet the company's needs so that it has the necessary skills in place to achieve Curtis Banks operational and strategic goals.

The successful candidate will prioritise their time dependent on what the L&D needs are in each location but it is expected that, dependent on whether they are based in Bristol or Ipswich, they will spend a minimum of 2 days per week, including overnight stays, in the other location to build the necessary relationships with stakeholders and to identify the challenges for which L&D could provide solutions.

## You will

- Lead and manage the L&D team members and support and develop them to be the best that they can be.
- Develop an L&D strategy to encompass what is needed from L&D in order for Curtis Banks to have the skills needed to achieve business goals.
- Act as a key contributor to the wider HR team, offering support, guidance and challenge as needed.
- Review and update all existing training and Induction solutions to ensure they are fit for purpose and deliver members of staff who are ready for their role. This would include a review of the costs of planned programmes, and validating the return on investment of any training or development programme.
- Conduct TNAs with all senior managers to ensure the L&D function is prioritising and delivering the training needed by managers and employees.
- Use all available tools, such as feedback, training analysis, appraisals and TNAs, to identify training themes and seek to address them.

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- Develop and deliver a modular management development programme to support and upskill managers in their role. This could be in conjunction with a 3<sup>rd</sup> party provider if needed.
- Consider the introduction of an LMS and develop a business case accordingly.
- Consider the introduction of an Apprentice scheme and how we can optimise our use of the levy paid, and draft a business case accordingly.
- Ensure policies and procedures relating to training or professional qualifications are fit for purpose, consistent and up to date.
- Own and develop relationships with external providers as needed ensuring high standards of delivery and professionalism as well as value for money.
- Own and lead on the development of all CBT within the company. This should be done in conjunction with Risk and Compliance.
- Ensure that all training is effectively evaluated, monitored and reported on to ensure it is delivering what it needs to.
- Ensure that statutory training requirements are met so that Curtis Banks are compliant with the necessary regulations.
- Operating a continuous improvement culture through the on-going evaluation of in-house training and development programmes and implementing change and programme revision as necessary, in order to adapt to changes occurring in the work environment.
- Helping line managers and trainers solve specific training problems, either on a one-to-one basis or in groups.
- Support the HRD and COO to proactively identify, record, mitigate and escalate identified risk in conformance with company processes and procedures.
- To fulfil any other reasonable requirement set by Senior Management of Curtis Banks.
- Ensures that risks to the business and clients are identified, escalated and appropriately managed within the department.

### Skills and Experience

- Proven working experience in an FCA regulated environment.
- Experience of leading a team, preferably from multiple locations
- An awareness of or experience within financial services and preferably pension scheme administration.
- The ability to design and execute successful training programmes, including management development. Keeping up to date with current best practice
- Coaching experience ideally with a formal qualification.
- Effective stakeholder management across multiple sites
- Familiarity with traditional and modern training methods (including on-the-job, classroom, e-learning, workshops, simulations etc).
- Can demonstrate an understanding of different learning styles and the ability to implement the appropriate style to meet the required need.
- Demonstrates the ability to communicate at all levels within the business.
- Commercial awareness and ability to use initiative in routine situations without supervision.

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## **Working for Curtis Banks has never been so rewarding...**

- Everyone receives a generous salary, fantastic holiday benefits and the opportunity to take part in our Sharesave Scheme.
- Amazing Pension contributions from the business
- Benefits scheme that includes discounts from shops, gyms etc.
- Cycle to Work scheme and many more...