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| **Role title:** | Global Learning Manager | **Responsible to:** | Head of Culture and Engagement |
| **Division:** | People & Culture | **Department:** | Culture and Engagement |
| **Direct Reports and Level:** | Team of 2Global Learning PartnerGlobal Learning Adviser | **Scope:** | Global operational learning lead |
| **Scale:** | Leads a team of 2 |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implementation 1 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| Design, co-create, deliver and evaluate the impact of the global annual learning plan for MPS which incorporates change capability in order that MPS has the capability needed to deliver strategic priorities. Builds and manages the global learning budget, incorporating divisional learning spend, strategic learning projects, apprenticeship levy and early careers programmes. Manages MPS Learning Academy resources, system functionality and all aspects of colleague e-learning (including compliance). Leads a small team to provide advice, support and guidance to internal stakeholders on learning solutions.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Leadership*** Design, co-create, lead and evaluate the impact of a strategic capability and skills plan for MPS on an annual basis in collaboration with People Business Partners
* Develop, lead and evaluate the impact of a strategic change capability plan and learning required in strategic change programmes
* Develop, lead and evaluate a strategic plan with the Company Secretary to enable Council learning and skills development
* Lead and embed organisational behaviours across the people life cycle, ensuring high quality personal development planning to support a high performance culture and continuous learning
* Lead all aspects of learning design up to leadership level, talent and succession planning for all non-leadership roles.
* Lead MPS early careers and apprenticeship plans (apprenticeships up to leadership level) to ensure maximum levy investment to support increased capability and global career pathways. Work collaboratively with the Performance and Learning Partner on apprenticeship opportunities for leaders in the UK.
* Lead a small team to provide technical support and advice on the development and implementation of learning globally, supporting SMEs to develop effective operational learning, compliance training, measuring performance against key performance targets, quality standards and financial targets
* Drives and embeds a culture of self-managed learning across MPS, ensuring all colleagues have access to learning and development opportunities

**Operational*** Enhance and track workforce data to monitor the progress of all learning activities and their impact
* Manages the organisational learning budget for MPS – planning and forecasting over a 0-3 year cycle, working closely with the Performance and Learning Partner on funding for leadership development.
* Commissions learning interventions on a wide range of learning needs, including due diligence on suppliers, monitoring the quality of delivery and learning outcomes including evaluating programme impact
* Proactively champions DEI outcomes across all learning programmes to drive an inclusive, supportive learning culture for colleagues
* Maintains existing capability frameworks and learning standards for MC&D and MEDD Divisions
* Ownership of MPS learning policies, ensuring they are fit for purpose, regularly reviewed and updated.
 | * Corporate Strategic priorities Vs plan
* MPS Engagement, Leadership and Inclusion Indices
* Budget vs plan
* Approval for, and delivery of the annual organisational learning plan
* Apprentice levy spend vs plan
* Evidence of collaboration with People Business Partners on diagnosing organisational learning needs
* Supplier ROI
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| **Financial*** Effectively define and manage the learning budget and budget for change capability initiatives to minimise cost and maximise financial sustainability without compromising member/colleague experience.
* Ensure cost/benefit analysis and return on investment measurement for all learning and change capabilities activities
* Gather insight and analysis from people metrics and organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance and people metric trends
* Provide quality and timely MI and Reports on learning activity to demonstrate return on investment, progress towards learning goals and increasing levels of people capability
 | * Operational budget Vs Plan
* Performance against specific targets and projects plans
* Reporting against agreed benefits measures and return on investment
* On time MI to show progress in building capability
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| **Member*** Contribute to the overall MPS member experience through ensuring MPS learning activities build the capability required to deliver strategic priorities and a high-performing organisation
* Maintain market intelligence in learning, development and change capability and thought leadership to inform people related strategic opportunities, policy, learning programmes, promote high performance, efficiency and effectiveness
* Lead on global learning plans and policy development to drive a culture of continuous improvement, sustainable growth, be agile and flexible to respond to the changes needed in order to best serve our members.
* In conjunction with the MP&S Governance, Outcome and Quality Assurance teams and other Business Leads, identify areas of improvement in Member outcomes and lead the implementation of innovative learning solutions to improve outcomes.
 | * Stakeholder feedback
* Evidence of a learning and continuous improvement culture (via surveys and feedback)
* External benchmarking
* MPS achievement of external accreditations
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| **People*** Collaborate with global stakeholders including Senior Leaders on the design, implementation and evaluation of global learning plans and plans to increase change capability
* Lead a small team to design and deliver the global learning plan including HCP compliance training, colleague and leader induction (leader induction in collaboration with the Performance and Leadership Partner), early careers strategy and apprenticeships.
* Proactively use data and analytics to identify areas for continuous improvement, using data to influence change across MPS
* Be an exemplar in role modelling values, behaviours, psychological safety and trust to leaders and colleagues across MPS
* Challenge inappropriate behaviour, create opportunities for leaders and colleagues to learn and grow so we continue to create a supportive high-performing organisation in which colleagues thrive.
* Build a strong internal and external network to inform continuous professional development, and contribute thought-leadership on learning practice that will further enhance People & Culture’s contribution to business performance
* Own and continuously improve Academy resource to support development globally.
 | * Evidence of collaboration on strategy and initiatives to drive learning outcomes
* Engagement Index
* Leadership Index
* Inclusion Index
* Leadership Index Vs MPS
* Compliance with learning standards
* Audit results and closure of audit points
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| **Risk*** Support the Head of Culture and Engagement with developing, implementing and maintaining the Culture and Engagement risk and control framework.
* Ensure strategic learning and change risks are identified, mitigating actions are put in place and risks regularly reviewed to identify further opportunities for improvement.
* Ensure MPS learning policy framework complies with regulatory requirements and is regularly updated
* Lead the team to create an environment where they recognise the importance of risk identification, management and escalation routes
* Work with the Outcome and Quantity Assurance, Governance, Risk and Compliance teams to identify learning requirements needed to mitigate risk
* Complying with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook. Adheres to the business rules relevant to the role, which are subject to change from time to time.
 | * Risk and control assessments
* Audit actions
* Reputational risk minimised
* Evidence of learning considerations in decisions affecting people
* Maintain risk register
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| **Responsibilities (RACI)** |
| * Work with the Head of Culture and Engagement to design the global learning plan which ensures MPS has the right capability to deliver strategic priorities and be a high performing successful organisation.
* Lead the identification and delivery of learning and change capability priorities, to time and budget
* Be the subject matter expert on learning, early careers and apprenticeships for MPS, working collaboratively with People Business Partners on learning priorities and the Performance and Leadership Partner on leadership development priorities.
* Deputise for the Head of Culture and Engagement as required.
* Undertake other duties that may be required from time to time.
* Maintain the MPS Academy Learning Experience Platform
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| **Key Governance Responsibilities** |
| * Responsible for the development, implementation and on-going leadership of the organisations learning standards
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| **Leadership Behaviours**  | **Level** |
| To be added once agreed |  |
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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Subject matter expert in learning
* Subject matter expert in change capability
* Subject matter expert in early careers
* Subject matter expert in apprenticeships and apprenticeship levy
* Knowledge of industry best practice, market trends
* Awareness of DEI considerations in delivering learning outcomes
* Building and leading high performing teams
* Expert knowledge of Learning Technologies
* Knowledge of contemporary Learning & Development Practice
* Coaching experience and/or relevant qualification
* Level 5 CIPD Learning and Development or equivalent
 | * Skilled in using a wide range of people data (internal and external) to drive decision making across the colleague life cycle to progress learning and change capability outcomes
* Skilled in data analysis to drive decisions and outcomes
* Skilled in networking, bringing a broad external network of expert organisations and colleagues to help shape and deliver MPS activities
* Strong relational skills to influence senior stakeholders, gain buy in to strategic plans and learning programmes
* Expert financial acumen to manage budgets
* Skilled in leading others and leading projects
* Strong consultative and collaborative skills
* Skilled in identifying and mitigating risks
* Highly skilled in providing feedback, sharing learning and insight with People and Culture colleagues to enable continuous improvement and learning
* Able to work on own initiative with minimal supervision
* Creation of digital learning assets (e-learning, video, Podcasts etc)
 | * Significant experience of building learning plans and programmes in order to enable the delivery of strategic outcomes in a global organisation
* Experience of building early careers frameworks
* Experience of utilising apprenticeship programmes and levy to build organisational capability
* Experience of building a culture of self-managed learning
* Proven stakeholder management experience up to Director level
* Extensive experience as a learning practitioner, demonstrating an expert level of subject matter understanding
* Experience of deploying a wide range of learning techniques to build capability
* Experience of addressing DEI considerations in learning programmes
* Experience of evaluating the impact of learning programmes
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| **Desirable** |  | * Agile project management
* Skilled in using artificial intelligence to enable learning outcomes
 | * Experience of creating and delivering learning plans in a regulatory environment
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