Job Description

Position: Manager, Learning and Development
Department: Human Resources
Reports to: Director, HR

Job Summary

In close collaboration with the Director, Human Resources, the Manager, Learning & Development will strategically lead the development and delivery of learning programs to increase overall effectiveness of the organization teams and individuals.

Duties and Essential Job Functions:

Responsible for overseeing the execution of the full-cycle learning process, needs assessment, development and/or outsourcing of learning programs, including, but not limited to, development of content, budget, delivering learning programs and evaluation of efficacy of learning.

- Consult with Key Stakeholders to identify current and future learning design and development needs of critical functional units
- Develop learning initiatives through conducting needs analysis and field observations
- Spearhead/participation on project teams and involvement in corporate change initiatives
- Report on learning and program status and metrics, as required
- Develop and manage team budget, in collaboration with Director, HR
- Establish and maintain relationships with external partners and internal stakeholders, manages external vendor relationships
- Foster teamwork and a culture of excellence in client delivery while managing and developing a lean team
- Lead the design, development, implementation and maintenance of a skills inventory to assist in resource planning and identification of learning needs
- Research and recommend a complement of internal and external learning programs that align with the organization’s business objectives and employee needs
- Assist with new employee orientation
- Evaluate instructor performance and the effectiveness of learning programs, providing recommendations for improvement
- Develop testing and evaluation procedures
- Conduct or arrange for ongoing technical training and professional development for staff members
- Spearhead projects including conversion of traditional training modules to eLearning format, organizational needs analysis, Annual L&D strategy development Plan, develop, and provide learning and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, eLearning and workshops
- Coordinate established courses with technical and professional courses provided by community schools
Qualifications:

- Post-secondary degree
- 8 – 10 years of experience in the field of adult learning including course design, development and adult education/learning styles
- 5+ years of experience as a proven People Manager
- Exceptional leadership ability
- Knowledge of current and emerging learning best practices
- Strong organization, presentation and facilitation skills
- Experience in implementing organization-wide change
- Proven ability to work collaboratively build strong working relationships
- Passion for mentoring
- Ability to autonomously deliver outstanding work while meeting deadlines
- Ability to prioritize and execute tasks while under pressure
- Strong customer service orientation