



**Mater University
Hospital**



Job Description

**Learning & Development Manager
Human Resources**



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Job Description

Job Title / Grade	Learning & Development Manager (Grade VIII)
Department	Human Resources
Directorate	Corporate
Location	Mater Misericordiae University Hospital
Reporting Relationship	HR Director
Responsible to	HR Director

About the Role

The Learning & Development Manager reports to the HR Director and leads the Learning and Development (L&D) team. The post holder is accountable for creating the conditions in which people learn and grow at MMUH, a large acute public hospital of approximately 4,500 staff, and provides strategic leadership for learning, capability and leadership development. The post holder builds a learning culture that drives engagement in continuous professional development at all levels of the hospital.

The post holder shapes the hospital's approach to building workforce capability, including its capability framework, leadership development programmes and central learning platform. Using blended learning approaches, adult learning theory and behavioural science, the post holder ensures that learning and development activity is aligned to organisational priorities, patient safety, accreditation and performance standards, advises the HR Director and senior leadership on capability, leadership and performance, and contributes to organisational development activity as part of the wider remit.

Key Responsibilities

Strategic Leadership and Governance

- Develop and lead the hospital's learning and development strategy and annual plan, aligned to organisational strategy, reflecting contemporary healthcare practice and the differing priorities across the hospital.
- Act as the hospital's L&D subject matter expert, providing informed advice, recommendations and thought leadership to the HR Director, executive team and management.
- Establish governance, KPI and reporting arrangements that enable the HR Director, executive team and Board to monitor L&D delivery, cost effectiveness and benefit to the hospital.
- Measure and demonstrate the value and impact of learning on engagement, performance and value for money.
- Hold accountability for L&D budget, resource planning and the preparation of business cases.
- Build and sustain effective relationships with senior leaders, managers, staff representatives, regulators, external partners, system providers and national bodies to secure engagement with the hospital's learning and development priorities.



- Lead talent management, retention and succession planning strategy to position the hospital to deliver on its remit.

Learning Culture and Capability

- Lead the development of a continuous professional development culture across the hospital, including coaching and mentoring programmes that are monitored for effectiveness.
- Build managerial capability so that line managers can maximise the potential of their teams.
- Set the approach to learning design, ensuring blended solutions grounded in adult learning theory that deliver measurable impact.
- Oversee corporate induction and local orientation for all new staff.
- Ensure that policies, procedures and guidelines are in place to promote best L&D practice across the hospital.

Capability Framework and Performance

- Provide strategic leadership for the Mater Capability Framework, setting direction for its design, review and development.
- Design and govern the processes and supporting resources through which the capability framework is applied across the organisation.
- Promote and embed the capability framework across performance management, leadership development, L&D programmes and wider development initiatives, supporting managers to apply it in their own areas.
- Lead the design and ongoing development of the performance achievement process, driving a performance culture across the hospital.

Leadership Development

- Direct the strategy, design and delivery of the hospital's leadership development programmes for emerging, developing and senior leaders.
- Ensure programme content, 360° feedback and evaluation are robust and aligned to the capability framework.
- Evaluate programme reach and impact.

Learning Technology and Compliance

- Provide strategic oversight of the hospital's learning management system as its central learning platform, including its development roadmap, vendor and contract management and procurement.
- Lead the integration of HSELand HR information system data to enable accurate mandatory and compliance training reporting and dashboards.
- Provide assurance to management and regulators on training compliance, and lead the response to audit and inspection findings.

Organisational Development

- Contribute to organisational development interventions, including team development, change support and culture work, as one component of the wider L&D remit.
- Ensure effective workforce capability planning to inform learning priorities and resource allocation.
- Where appropriate, manage organisational development initiative across the wider hospital, in conjunction with other stakeholders.

People Leadership and Operations

- Lead, manage and develop the L&D team and the corporate L&D function, setting objectives and building capability.
- Set L&D targets and measurable operational plans based on hospital requirements.
- Oversee delivery of L&D priorities and manage associated risks.



Collaborative Working and Communication

- Provide strategic advice on workforce capability, development and performance to the HR Director and HR leadership team.
- Sponsor and align capability and leadership strategy with the executive team and senior leadership (CEO, COO and directors).

General Obligations

- Undertake all duties in a strictly confidential, professional, and courteous manner, in keeping with the values of the Hospital.
- Undertake mandatory training as required.
- Engage in continuous professional development (CPD) activities consistent with the position.
- Undertake other duties appropriate to the post as may be required.

**Person Specification**

Requirement	Essential	Desirable
Qualifications	Minimum Level 8 qualification on the National Qualifications Framework maintained by QQI in Human Resource Management, Learning and Development, Organisational Behaviour/Psychology or Organisational Development or A Level 8 qualification in another discipline with a relevant Level 9 postgraduate qualification	Level 9 postgraduate qualification in Human Resource Management, Learning and Development, Organisational Behaviour/Psychology or Organisational Development Membership of a relevant professional body, such as the CIPD
Experience	At least 5 years' experience at management level in learning and development, including recent experience (minimum 3 years) in learning and talent management, with working knowledge of organisational development. Demonstrable record of achievement at strategic and corporate level, including developing and implementing learning, leadership development and capability strategy. Experience of leading the design and delivery of significant L&D initiatives. Experience overseeing a learning management system and managing vendor relationships. Experience of line managing a team and managing a budget in a large scale organisation. Experience leading or supporting a performance management or appraisal process. Record of supporting or delivering organisational change in a complex environment. Experience evaluating learning impact and reporting against KPIs. Experience of engaging and influencing senior leaders and executive teams.	Experience in a healthcare or large public sector setting. Experience in a unionised environment. Experience of learning management system procurement, data integration or responding to audit and regulatory requirements.



Organisational Knowledge	A working knowledge of the healthcare sector. An understanding of the relevant strategies, reports, programmes and projects applicable to the role.	An understanding of the critical components that make up and influence the health services and the interdependencies that contribute to their successful delivery.
Professional Knowledge	Specialist knowledge and understanding of leadership, learning and talent management. Knowledge and understanding of management in a changing environment, with a clear view of the changes required to achieve immediate and long-term corporate objectives. A good understanding of relevant legislation, including employment, freedom of information, data protection and health and safety.	
Core Aptitudes and Skills	Highly developed: Leadership, direction and team working skills. Working with and through others (influencing to achieve). Managing and delivering results (operational excellence). Communication and interpersonal skills, including strong written and presentation skills. Critical analysis, problem solving and decision making. Personal effectiveness and motivation.	



General Responsibilities and Accountabilities

1. Confidentiality

You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.

2. Policies and Procedures

You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.

3. Hygiene Standards

The highest standard of hygiene must be maintained in the Hospital at all times and all staff members are responsible for ensuring compliance with the Hospital's requirements and standards with regard to hygiene. It is the responsibility of all staff to have a fundamental understanding of their individual responsibility in maintaining departmental and site hygiene standards.

4. Health and Safety

Ensure that effective safety procedures are in place to comply not only with the Safety, Health and Welfare at Work Act 2005 but also within the spirit of the Hospital's mission, vision and values, and they are known and followed by staff. You are required to familiarise yourself with the requirements of employees under the Safety, Health and Welfare at Work Act 2005 and to promote a work environment that is compliant with same. Each staff member is individually responsible for ensuring that the Hospital remains a safe place to work.

5. Information Technology

Ensure the most effective and efficient use of developments in information technology for administrative support in a manner which integrates well with systems throughout the organisation.

6. Business Continuity Management

Business Continuity Management (BCM) is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders and reputation (BS 25999). All staff employed in the Mater Misericordiae University Hospital are obliged to:

- Make themselves familiar with the Organisational Business Continuity Plan
- Attend BCM education sessions provided for them
- Make themselves familiar with their individual roles as set out in their departmental business continuity plan, if applicable, and/or the Organisational Business Continuity Plan

Note:

The duties and responsibilities contained in the job description are a reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the Hospital. They are not exhaustive and may be reviewed at any stage. The incumbent will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate.