JOB DESCRIPTION

Learning and Development Manager

Job title	Learning and Development (L&D) Manager
Grade	Clinical Nurse Manager III / Social Care Manager III, or equivalent
Reports to	Director of Quality and Development
Department	Quality and Development
Location	Mullingar, Tullamore or Portarlington (flexible location); travel across locations is required
Tenure	Permanent contract (35hrs per week)

1. The opportunity

This is an opportunity to lead an inclusive, evidence-informed Learning and Development function that builds workforce capability, strengthens practice and contributes directly to organisational quality and improvement.

The L&D Manager will lead the day-to-day operation and continued development of the function, ensuring that staff are supported through inclusive and responsive approaches to develop the knowledge, skills, confidence and reflective practice required to provide safe, rights-based, person-centred and neuroaffirmative supports.

As part of the wider Quality and Development function, the Manager will work closely with operational and support services, Human Resources, people supported and advocacy structures to translate organisational evidence, emerging needs and strategic priorities into appropriate development responses and sustainable improvements in practice.

The role combines leadership, workforce and practice development, organisational learning, learning design, quality improvement, partnership working, systems management and evaluation of impact.

2. Purpose of the role

Reporting to the Director of Quality and Development, the L&D Manager is responsible for the leadership and effective management of the organisation's learning and development function, supporting workforce capability, organisational learning, practice development and continuous improvement.

The Director sets the strategic direction and agrees organisational priorities. The Manager translates that direction into annual and multi-year plans, leads implementation, manages the L&D team and resources, and provides evidence-based assurance on progress, risks and impact.

The role will ensure that learning and development:

- reflects Muiríosa's vision, values, strategy and operational priorities;
- responds to workforce, service, legislative, regulatory and professional requirements;
- uses evidence from practice, audits, inspections, incidents, complaints, safeguarding, quality improvement, and the experiences, feedback and priorities of people supported and other stakeholders to identify development needs and priorities;
- supports individual, team and organisational learning, rather than relying solely on formal training;
- is accessible, inclusive, evidence-informed and proportionate to identified need;
- supports reflective practice, shared learning and continuous improvement across services; and
- builds a skilled, confident, reflective and values-led workforce, with effectiveness evaluated through capability, application to practice and organisational impact.

3. Key working relationships

The postholder will work collaboratively with the Director of Quality and Development, L&D colleagues and other Quality and Development functions, operational and professional managers, Human Resources and other support functions, people supported and their advocates, and relevant external development, education and sector partners.

4. Key accountabilities

4.1 Leadership and management

- Lead the day-to-day operation and development of the L&D function, establishing clear priorities, work plans and responsibilities.
- Manage, support and develop assigned staff through effective supervision, performance development, team communication and workload management.
- Build a collaborative and psychologically safe team culture, using agreed ways of working to support open communication, respectful challenge, shared accountability and effective teamwork.
- Develop and support a network of appropriately qualified internal trainers, facilitators and subject-matter experts.
- Provide timely reports and professional advice to the Director on delivery, risks, resources and emerging priorities.
- Represent the function at agreed internal groups and external forums and contribute to the wider Quality and Development Directorate.
- Provide oversight of learning delivered through the L&D team, appropriately qualified internal trainers, subject-matter experts and approved external providers, while retaining a proportionate role in the facilitation of selected strategic or specialist programmes.

4.2 Learning needs, strategy and planning

- Coordinate organisation-wide and service-level learning needs analysis, drawing on regulatory requirements, organisational evidence, workforce and service priorities, quality and practice findings, and the experiences, feedback and priorities of people supported and other stakeholders.
- Prepare annual and multi-year L&D plans for approval by the Director, prioritising needs according to risk, service impact, organisational priorities, workforce capability and available resources.
- Maintain organisational oversight of the learning matrix covering mandatory, role-specific, competency-based, professional, leadership and organisational development requirements.
- Work with managers to plan learning that maximises access while minimising disruption to services and the lives of people supported.
- Support leadership development, succession planning, career development and organisational capability.

4.3 Learning design, practice development and facilitation

- Lead the design and quality assurance of accessible, evidence-informed learning and development approaches using appropriate face-to-face, digital, blended and practice-based methods.
- Ensure learning and development has clear objectives and is grounded in relevant evidence, legislation, organisational policy, professional guidance and identified practice needs.
- Ensure technical and competency-based learning is delivered and, where required, assessed by appropriately qualified and competent personnel.
- Ensure learning approaches are inclusive, flexible and responsive to individual and team learning needs, strengths, preferences, communication and accessibility requirements, adapting content, methods and supports where appropriate.
- Promote coaching, mentoring, reflective practice, peer learning, communities of practice and other approaches that support learning in the workplace.
- Support the translation of learning into practice by working collaboratively with managers and teams to identify barriers, reflect on experience, problem-solve and adapt approaches where required.

4.4 Evaluation, quality and organisational learning

- Evaluate learning using proportionate methods to understand its effectiveness, application and impact in practice.
- Work with QRS, operational, professional and other relevant functions to translate organisational learning, quality findings and emerging priorities into appropriate development, learning and improvement responses.
- Use a collaborative, evidence-informed problem-solving approach to understand identified needs and barriers, determining where learning or training is appropriate and where other responses, such as communication, guidance, supervision, practice development, system improvement or wider organisational action, are required.
- Maintain appropriate quality assurance arrangements for learning design, delivery, assessment and record keeping.
- Provide learning-related information and assurance for organisational governance, audit and inspection, escalating significant risks to the Director.

4.5 Learning systems, data and compliance

- Monitor learning requirements, completion, certification, relevant competency-assessment records and identified compliance gaps.
- Produce clear, proportionate reports and dashboards on learning activity, access, compliance, quality, resources and identified risks.
- Use data to identify barriers, recurring non-attendance and inequitable access, while avoiding reliance on course completion alone as evidence of competence.
- Maintain current and accessible L&D information on approved organisational platforms.

The L&D Manager is accountable for reliable learning systems, appropriate learning capacity, monitoring, reporting and escalation. Operational and professional managers remain accountable for identifying local needs, enabling staff participation, providing appropriate supervision and ensuring that required learning is completed and applied in practice.

4.6 Resources, providers and partnerships

- Prepare and manage the L&D budget within approved limits and provide accurate information to support financial planning.
- Develop effective relationships with education and training providers, professional bodies, academic institutions and sector partners, identifying opportunities that support organisational learning and workforce development.
- Promote equitable access to development across roles, disciplines, services and geographic locations.

4.7 Participation of people supported

- Work collaboratively with Advocacy, operational services and other relevant partners to ensure that the perspectives and experiences of people supported appropriately inform staff learning and development.
- Promote meaningful, supported and consent-based opportunities for people supported to contribute to staff induction, learning design, facilitation and evaluation.
- Provide learning and accessibility expertise while responsibility for individual support planning and service delivery remains with relevant operational and professional managers.

5. Qualifications, knowledge and experience

Essential

- Relevant Level 8 qualification, or an equivalent combination of relevant professional qualifications and experience appropriate to the role.
- Significant experience in learning and development, workforce development, practice development, organisational development or a related field.
- Demonstrated experience of leading and developing staff, setting priorities, managing competing demands and leading a learning, workforce development or comparable function, service or significant programme of work.
- Experience of identifying workforce and organisational development needs, translating evidence and priorities into appropriate learning and development responses, and evaluating their impact in practice.
- Experience of using digital learning systems/LMS and learning data to support planning, monitoring and assurance.
- Demonstrated ability to work collaboratively with operational and professional managers, build effective relationships and influence across organisational boundaries.
- Strong understanding of adult and organisational learning, inclusive practice and contemporary approaches to workforce and practice development.

Desirable

- Relevant postgraduate qualification.
- Experience within disability, health, social care or another regulated environment.
- Experience in leadership development, coaching, mentoring or organisational development.
- Experience of accessible and inclusive learning design, co-production, or working with people with different communication, accessibility and learning needs.
- Experience of supporting organisational change and translating learning and development into sustained improvement in practice.

6. Core competencies

- Leadership and people management
- Learning, workforce and practice development
- Strategic thinking and prioritisation
- Organisational learning, quality improvement and evaluation
- Communication, collaboration and influence
- Digital and data capability
- Rights-based, inclusive and person-centred practice

7. Other requirements and general responsibilities

- Regular travel across Muiríosa locations and flexibility to respond to organisational priorities, including occasional work outside standard hours where required to support learning and service needs.
- A full driving licence and access to appropriate transport, or the ability to meet the travel requirements of the role.
- Compliance with Muiríosa's values, Code of Conduct, policies, confidentiality, data protection, health and safety, safeguarding and governance requirements.
- Commitment to continuing professional development and responsible use of organisational resources.

This job description outlines the principal responsibilities of the role and is not exhaustive. It may be reviewed to reflect changes in legislation, regulation, organisational strategy or service delivery. Any material change will be managed through Muiríosa's approved consultation and governance arrangements.