



**JOB TITLE** – Learning & Development Manager (part-time, 4 days per week)

**REPORTS TO** – People Director

**LOCATION** – Denham/Voysey House with travel to other sites as required

**DEPARTMENT**– People

**PURPOSE** – As the expert in Learning and Development, this role will be critical in enabling us to ‘Bring the Beautiful into People’s Homes and Lives’ by identifying skills needs across the business to develop and own a learning and development strategy that underpins our Talent and succession plans. Owning the learning plan across each area of our business, you will design and facilitate creative content and learning interventions or source external content to develop our people and help them be at their best.

Working alongside our People, Internal Communications and Group Leadership teams, the ideal candidate will hit the ground running to bring our ‘Work Beautiful’ strategy to life, delivering a learning plan that enables us to achieve our strategic ambition, creating an environment where people can succeed as we strive to be the employer of choice in our industry.

## **RESPONSIBILITIES**

- Develop a state-of-the-art L&D plan that supports the professional growth of all employees, from entry-level to executive, across various locations.
- Craft and execute inclusive learning programs and initiatives that align with our 'Work Beautiful' strategy, enhancing our employee value proposition.
- Ensure L&D activities reinforce our company values and vision, fostering a culture of creativity, collaboration, and excellence.
- Collaborate with department heads and the People team to identify skill gaps and design targeted training solutions.
- Leverage the latest L&D technologies and methodologies to deliver engaging and impactful learning experiences.
- Measure the effectiveness of L&D programs, using data to continuously refine and improve our offerings.
- Promote a learning culture that encourages knowledge sharing, mentorship, and continuous personal and professional development.
- Partner with external experts and institutions to bring cutting-edge learning opportunities to our teams.
- Drive a culture of continuous professional development (CPD)
- Monitor and assess the ROI of development plans and help employees make the most of learning opportunities.
- Collaborate with line managers to develop their team members through career pathing.
- Manage the L&D budget, negotiating contracts with providers, organise and oversee external training where required

## **CONNECTING WITH OTHERS**

Working independently, you will have regular support and touchpoints with:

- People team
- Marketing, PR & Communications teams
- Community groups & wellbeing leads
- Group leadership team
- External L&D industry specialists

## **EXPERIENCE & SKILLS**

- Proven experience in designing and implementing comprehensive L&D programs, preferably within the luxury goods, design, or related industries.
- Exceptional ability to design, develop, and facilitate training programs that captivate and educate diverse audiences.
- Strong understanding of L&D best practices, adult learning theories, and the application of technology in learning and development.
- Excellent communication, presentation, and interpersonal skills, capable of inspiring and motivating employees at all levels.
- Strategic thinker with the ability to link L&D initiatives to business outcomes.
- Experience in managing L&D projects from conception through to evaluation, demonstrating tangible improvements in employee performance and engagement.
- Proactive and self-motivated, resilient in the face of multiple demands, with the ability to prioritise activity and manage stakeholder expectations.
- Experience championing diversity, equity and inclusion initiatives

**QUALIFICATIONS:**

- Bachelor's degree in Education, Human Resources, Organizational Development, or a related field and/or equivalent. A Master's degree or relevant certifications in L&D (e.g., CIPD, ATD) is highly advantageous.

**MEASURES OF SUCCESS**

- Delivering the annual training plan within the agreed timeline and budget
- Internal customer satisfaction – utilising learner feedback and identifying areas for continuous improvement
- Reduction in turnover – particularly in regretted losses
- Driving YoY improvement in employee engagement