

Job Description: Learning and Development Lead

Reports to: Head of Apprenticeships

Location: West London – currently operating an agile working policy with two core days (Mon and Weds) in the office

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £50,000 to £55,000 (depending on experience)

About the role:

This is an exciting time to join the Ark Institute team as we expand and grow our work further. We know we can only achieve our mission through the great people who come and work with us. We appreciate the benefits of diversity and recognise the value this brings to our work and encourage and welcome applications from all. We also practice what we preach and so you can be certain that you will receive world-class development to help you progress in your career.

We are seeking a dynamic and experienced Learning and Development professional to join our team. In this role, you will be responsible for collaborating closely with schools-based Operations Leads, School Business Managers and Central Support to identify learning needs, develop training programmes, and implement strategies to enhance skills knowledge and progression within the organisation. The ideal candidate will have a strong background in learning and development, excellent communication skills, and a passion for fostering professional growth.

The Learning and Development Lead will be responsible for the delivery of a comprehensive learning and development plan for the operational staff within our schools as well as the Ark Schools central office team. This will include working with internal and external stakeholders to design, scope, manage and implement training, ensuring the specific needs of the network and individual schools are met.

Key Responsibilities:

Build out Ark Institute's Operations' Development offer to expand professional development opportunities and career pathways for operational and central support staff roles.

Strategy and Diagnosing Learning Needs

- Develop a sector-leading vision for an enhanced Operations Development offer that is based on organisational need with input from key stakeholders, as well as building out a strategy to detail how this will be delivered
- Create a system of establishing ongoing data-driven Learning Needs Analysis (LNA) to determine areas of learning needs amongst operations staff
- Collaborate closely with key stakeholders at Schools and the Central Support team to identify and analyse learning needs, aligning programmes with organisational priorities
- Devise and drive a learning & development plan tailored to address skills gaps within the operations staff across the network
- Explore the need for operational competency frameworks across specific role types
- Evaluate the effectiveness of learning initiatives through assessments, feedback mechanisms, and key performance indicators, ensuring continuous improvement and alignment with organisational priorities
- Stay current on sector trends and best practices in learning and development and incorporate innovative approaches into training strategies

Design and delivery

- Oversee the development of a learning and development offer addressing operations skill development needs surfaced by the LNA
- Work with the Head of Apprenticeships to identify areas where further operations development can be leveraged, utilising apprenticeships as part of the wider operations development offer to create enhanced career pathways
- Design, develop and deliver engaging training workshops and materials tailored to the specific needs of schools-based operations staff
- Build and nurture relationships with external training vendors, educational institutions and subject matter experts to enhance the quality and robustness of the learning offer
- Leverage knowledge of learning management systems (LMS) and e-learning content to enhance the delivery and accessibility of training content
- Organise and facilitate operations staff network days, providing a platform for collaborative learning, teambuilding and the exchange of best practices
- Work collaboratively with internal stakeholders to develop and deliver internal training programmes for schools-based operational staff and the Ark Schools central team in line with the needs of Ark Schools and school-level need
- Work with the Learning and Development Officer, HR team and schools to ensure accurate records of training interventions are maintained
- Effectively manage the training budget, always seeking to lower costs to achieve greater scale and impact in Ark's charitable context
- Iterate on and reshape the offer for future years as necessary

Communications and Reporting

- Create a timeline and communication plan of key milestones for the rollout of the new offer
- In collaboration with the Communications Team, create a communications plan that helps the organisation understand the value of the offer and how to access it
- Lead internal communications to maximise enrolment and completion of training
- Provide regular reports and updates on the progress of learning and development initiatives as required

Person Specification:

Qualifications

- CIPD qualified or equivalent L&D/HR professional qualification or sector experience

Knowledge & Skills

- Proven track record in designing and implementing successful learning and development programmes, preferably within the educational or operations sectors
- Proficient in various training methodologies and technologies, with an understanding of learning management systems and e-learning platforms
- Strong analytical skills to assess training needs, measure impact, and drive data-driven decision-making
- Strong track record of designing training sessions and excellent facilitation skills
- Knowledge of the education sector
- Good project management skills with excellent attention to detail (multiple projects/ stakeholders (internal and external))
- Strong written and oral communication skills including the ability to: write effective copy, proofread, and produce diverse written resources
- Excellent general IT skills, with specific skills in using Microsoft Office applications (especially excellent PowerPoint skills for the design of training materials and Excel) and SharePoint

Personal Qualities

- Demonstrated leadership experience with the ability to collaborate across diverse teams and levels within a multi-site organisation
- Experience of working and managing relationships with subject matter experts and senior stakeholders to support training delivery
- Excellent time management skills and the ability to manage tight deadlines and changing priorities

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).