

Head of Learning & Development

| Job details | |
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| Directorate: | Membership and External Affairs |
| Department: | Commercial and Partnerships |
| Team: | Members Learning and Development |
| Grade: | Senior Specialist / Leader B |
| Reports to: | Executive Director for Membership and External Affairs |
| Line management responsibilities: | Yes |
| Location: | London |

Role overview

Lead the Law Society's strategy to improve and optimise member awareness, engagement and satisfaction with the Learning & Development (L&D) offer. Directly responsible for delivering L&D commercial targets and budgets, and cementing L&D as a key component of the member proposition.

Core duties of the role:

The post holder will:

- In collaboration with the Commercial Director, lead and oversee the implementation and success of an integrated L&D strategy
- Lead and coach a high performing team to deliver the L&D strategy
- Responsible for the creation of a hybrid content and product portfolio which delivers formal and informal educational resources to fulfil members' diverse professional development requirements

- Lead the development and implementation of a cross-organisation education offer to underpin the Society’s position as a member-centric organisation
- Lead the offer’s content and product strategy
- Implement and interpret analytics, insight tools, market intelligence, and membership engagement outputs, to continuously improve the L&D offer
- Responsible for achieving L&D income targets, which make a vital contribution to the organisation’s commercial strategy. This includes ongoing forecasting and close analysis of financial performance to ensure commercial targets are met
- Lead on and manage a large-scale budget for a complex and rapidly developing technical platform and associated content portfolio.
- Advise and support the marketing team with activities such as marketing strategy, positioning, market research, and messaging for the L&D offer
- Ensure optimal delivery and engagement with educational content to target audiences in multiple formats
- Responsible for identifying and leading on technical enhancements of the digital learning platform to improve commercial potential and member journeys
- Embed, develop and review an appropriate governance framework to ensure content is evidence-based, peer reviewed and informed by the evolving nature of practice for a broad audience
- Ensure the L&D offer aligns with emerging best practice in professional and lifelong learning
- A proactive approach to supporting a respectful and welcoming environment for all

Skills and attributes:

| Criteria (knowledge, skills and attributes) | Assessment stage |
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| Demonstrable degree level thinking | Application Form |
| Relevant experience working in a senior position in the field of digital learning or professional education | Application Form |

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| Extensive experience and success driving and managing digital educational strategies, including implementing quality assurance programmes | Application Form |
| Experience of developing and successfully implementing educational governance frameworks | Interview |
| Experience of transforming an organisation's education approach to deliver increased reach, impact and customer satisfaction | Application Form |
| Commercial acumen - demonstrable experience of identifying new revenue opportunities | Application Form |
| Able to translate strategic thinking into tangible actions that lead to value and return on investment | Interview |
| Experience leading a team to deliver high quality work that is on time and in line with objectives | Interview |
| Experience of managing external suppliers and agencies | Interview |
| Exceptional communication skills, both written and verbal | Application Form |
| Strong ability to engage and persuade varying audiences | Application Form |
| Ability to clearly present complex business strategies concisely and persuasively | Interview |
| Highly knowledgeable on digital learning best practices, technology and platforms, derived from an extensive community of practice in the industry | Interview |
| Strong analytical skills, showing deep interest in research and analysis of business-related content | Interview |
| Exceptional collaboration, organisation and multitasking skills | Interview |
| Experience of commissioning and visualizing impactful analytics from multiple sources to inform strategic planning | Interview |
| Experience of transforming and implementing more efficient and effective ways of working across a department | Interview |
| Able to challenge colleagues across all levels in a considered and respectful manner | Interview |



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| Proactively generate creative ideas, whilst also driving innovation and change | Interview |
| A strong understanding of, and commitment to equality, diversity and inclusion | Interview |