Job Profile

Job Title	**Group Learning & Development Manager**	**Name**	TBC
Reports To	Group Head of HR	**Region**	Group
Location	Head Office Based with opportunity for Hybrid working. Group UK wide travel as required.		

Purpose

The Group Learning & Development (L&D) Manager will lead the design, implementation, evaluation and continuous improvement of the Group's L&D and capability strategy. The role is responsible for building organisational capability through the delivery of effective onboarding, technical training, leadership development, career pathways and regulatory learning programmes.

Working closely with business leaders, Compliance and People team to ensure colleagues possess the skills, knowledge and behaviours required to support business growth, maintain regulatory competence, deliver excellent client service and achieve their professional development aspirations.

Key Accountabilities

- Develop and implement a Group-wide Learning and Development Strategy aligned to business objectives, growth plans and regulatory requirements.
- Establish annual learning priorities based on organisational needs, business performance and workforce planning.

Financial

- Ensure cost effective L&D activity including management of supplier relationships and Group L&D budget.
- Evaluate emerging learning methodologies, technologies and best practice to continuously enhance learning provision.
- Manage learning and development budgets effectively, ensuring value for investment and alignment with organisational priorities.
- Monitor programme effectiveness and return on investment.

People

- Promote a culture of continuous learning, professional development and capability building.
- Build relationships across the business to understand learning needs and identify priorities.
- Coach and support managers, helping them to build confidence and capability
- Manage relationships with external training providers, consultants and professional bodies.

Onboarding, Induction & Early Careers

- Design and implement a consistent Group-wide onboarding and induction framework that enables successful integration and early performance.

- Develop structured learning journeys for new colleagues, embedding technical, compliance and cultural learning from day one.
- Lead the development of apprenticeship, graduate and early career programmes where appropriate.
- Build relationships with apprenticeship providers, education partners and training organisations to maximise development opportunities and funding options.
- Measure onboarding effectiveness and continuously improve the colleague experience.

Processes

Capability Frameworks & Career Development

- Develop and maintain structured career pathways and competency frameworks across all areas of the business.
- Define role-specific knowledge, skills and behavioural expectations.
- Support talent development, succession planning and internal progression opportunities.
- Ensure development pathways support both business requirements and colleague career aspirations.
- Create learning solutions that support progression into leadership and specialist technical roles.

Training / Learning Needs Analysis & Organisational Development

- Conduct regular Training / Learning Needs Analysis across the Group using operational data, performance outcomes, regulatory requirements and stakeholder feedback.
- Identify current and future capability gaps and development requirements.
- Translate business requirements into effective learning solutions and development plans.
- Support organisational change initiatives through targeted learning interventions and capability development programmes.

Leadership & Management Development

- Design and deliver leadership and management development programmes that build capability at both management and director levels.
- Support managers in developing skills relating to performance management, coaching, engagement, talent development and people leadership.

Governance

Technical Insurance Capability & Regulatory Learning

- Design and maintain technical learning pathways that develop insurance, regulatory and professional competence across all colleague groups; Employee, Manager and Leader.
- Partner with Compliance, business leaders and subject matter experts to ensure learning reflects regulatory requirements, market developments and business priorities.
- Support the achievement and maintenance of FCA competency requirements through effective learning and assessment frameworks.
- Ensure learning interventions support Consumer Duty outcomes, Conduct Rules and the delivery of fair client outcomes.
- Promote Continuous Professional Development (CPD) and professional qualifications, including Chartered Insurance Institute (CII) pathways.
- Oversee the delivery, monitoring and governance of mandatory regulatory training, including FCA requirements, AML, GDPR and Financial Crime obligations.

Learning Operations & Programme Management

- Oversee the end-to-end management of learning programmes, including design, delivery, implementation and evaluation.
- Oversee learning systems, platforms and digital learning resources.

Learning Analytics, Reporting & Governance

- Establish meaningful learning KPIs and reporting frameworks to measure participation, engagement, compliance, competency and business impact.
- Produce regular management information and insight reports for senior leaders.
- Monitor competency attainment, CPD completion, regulatory training compliance and programme effectiveness.

- Use data and feedback to identify capability risks, development opportunities and continuous improvement initiatives.
- Maintain accurate learning records and governance processes to support audit, compliance and regulatory requirements.

Stakeholder Engagement

- Partner with Executive Leaders, Directors and Managers to understand capability requirements and workforce development priorities.
- Build strong relationships across the Group to ensure learning initiatives support business objectives.
- Act as a trusted advisor on capability, learning, organisational development and talent development.
- Influence and support business leaders in embedding learning and development within their teams.

Knowledge, Skills & Experience

Essential

- Significant Learning and Development experience within a regulated environment.
- Proven experience designing and implementing L&D strategies.
- Experience developing technical, professional and leadership programmes.
- Strong Training Needs Analysis and organisational development capability.
- Experience building competency frameworks and career development pathways.
- Excellent stakeholder management and influencing skills.
- Experience managing learning platforms and digital learning solutions.
- Strong analytical skills with experience producing and interpreting learning data and management information.
- Experience managing multiple projects and priorities simultaneously.

Desirable

- CIPD Level 7 qualification.
- Coaching, mentoring or facilitation certifications.
- Cert CII, Dip CII or other insurance-related qualifications.
- Project Management qualification.

TLD Values



TRUST



INTEGRITY



COMMITMENT



COLLABORATION