



ALLPAY LIMITED JOB DESCRIPTION

Owner	HR Manager	Date Created	28/01/2010 14:48:00
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1. JOB IDENTIFICATION

Job Title: Learning & Development Advisor

Responsible to: Learning and Development Manager

Department(s): Human Resources

2. KEY RESULT AREAS

To work alongside the L&D Manager to provide a suite of innovative high quality learning interventions for both our internal stakeholders and our clients. Utilising the Learning Management System to increase learning opportunities available and completed.

To complete Product training from identification and launch to evaluation for our external clients. From HQ based webinars to working at client sites across the UK.

To provide an internal consultancy service to key stakeholders through provision of advice on the learning intervention required to meet any internal or external training need.

To own the full training cycle from TNA through to evaluation for learning interventions for both internal staff and external clients in line with the L&D plan.

Deliver L&D interventions using styles and techniques appropriate to the subject and the audience, e.g. face-to-face workshops, e-Learning, manuals and activities

Own and deliver the full training cycle in the development of L&D interventions to internal staff e.g. allpay software and hardware systems, microsoft products, induction, behavioural skills development, telephony systems, etc.

Promote continual improvement on existing L&D interventions and where appropriate, identify, develop, and deploy innovative L&D solutions. This should include pro-actively identifying skills gaps within the business and providing targeted learning to fulfil that requirement.

Develop and maintain L&D documentation used for external client training and internal staff training in line with business requirements including ensuring that the knowledge base is maintained.

Continually improve and develop the induction process for all new starters, considering format, content and resources.

Partner with internal stakeholders including Product Managers, Quality Assurance, Research and Development and Implementation teams to develop relevant and effective learning solutions to meet and exceed business requirements.

Provide feedback to business units relating to products and service to highlight any areas for improvement and potential for future development. Partnering the business in the development of new products and services.

Provide a seamless link between the HR and L&D functions to ensure successful delivery of the HR plan



To assist the L&D Manager in the delivery of the allpay L&D strategy and provide relevant MI to increase the value provided by the L&D function. Stay up to date with industry initiatives and continuous professional development

To provide a diverse range of L&D interventions for internal staff across allpay in a variety of L&D disciplines including induction, product, IT systems, knowledge, skills and behaviour and management development.

To assist the L&D Manager in achieving the external revenue target agreed by the business whilst ensuring that costs are controlled within the agreed budget. Providing feedback on opportunities for L&D to increase revenue, save cost and save time for the business.

“The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post”.

3. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

- Learning and Development / CIPD qualification or work experience to the same level
- Experience of TNA, diagnostic, sourcing, delivery and evaluation of L&D interventions
- Experience of using various learning delivery methodology i.e. training, facilitation, coaching, delivering feedback etc
- Focus on the provision of the high quality L&D solutions to allpay’s external clients and internal staff
- Proven experience of delivering learning outcomes inline with agreed KPIs
- Proficient / expert in Microsoft Office 2013 suite or equivalent
- Proficient / expert in the use of technology in learning design and delivery
- Previous experience of working within a combined HR and L&D environment
- Ability to communicate, influence and deliver training effectively with internal staff and external clients at all levels
- Detailed knowledge of allpay products and systems with a high level of knowledge of allpay’s technical environment would be helpful but not essential
- Ability to develop and maintain an in depth knowledge of technical systems both bespoke to allpay and off the shelf
- Ability to work well as part of a team and under own initiative
- Actively seeks to develop own skills and knowledge, learning from mistakes and welcoming constructive feedback
- Strong planning, organising and implementation skills with the ability to work to tight deadlines
- Brings in new ideas and offers best practice
- Commercially focused
- Flexibility and adaptability in changing situations
- Willing and able to travel locally and internationally as required for the post, staying overnight as required