

Learning & Development Manager

Job Title:	Learning & Development Manager
Reports To:	HR Director
Responsible for:	L&D Co-Ordinator
Key Relationships:	HR, Recruitment, Pay & Benefits colleagues, external training providers, shareholder (Yusen Logistics) training colleagues, ILG operational leadership team
Location:	East Grinstead with regular multi-site travel

Job Purpose:

This role is at the heart of our People strategy, working closely with Operational and Support Services Managers, and the wider People team to empower individuals to perform, foster career progression, and ensure our training supports the overall business strategy.

This role ensures that employees at all levels are suitably trained and have access to effective learning opportunities that support their professional growth, enhance productivity, and contribute to business success.

Key Responsibilities:

Training & Development Planning & Delivery:

- Develop and implement a company-wide learning and development strategy aligned with business objectives, evaluating effectiveness and making appropriate improvements.
- Contribute to, and monitor the agreed annual training budget, reporting back as needed. Manage training costs, identifying funding opportunities and savings.
- Identify training needs through engagement with managers, employees, and data analysis.
- Ensure appropriate forms and methods of learning delivery are used and keep all content including e-learning packages up to date and appropriate to the audience.
- Work with others to ensure skills matrices are clear, appropriate, up to date and communicated.
- Work with our global shareholder to develop and adopt agreed tools and processes.
- Stay up to date with learning and development industry trends and best practice.
- Take a robust approach on project management and planning, at times managing multiple projects simultaneously.
- Input into relevant employee communications activities and actions.
- Design and, where appropriate, deliver engaging training sessions, including e-learning, compliance training, and soft skills enhancement.
- Collaborate with external training providers and partners to ensure high-quality learning solutions, also supporting the development of digital learning resources and e-learning.
- Through the L&D Co-Ordinator, plan and manage the booking and execution of training programmes and workshops to improve the skills and capabilities of employees.
- Also, through the L&D Co-Ordinator, effectively manage learning and development records, tracking attendance and progress.
- Report on training impact, using data to drive improvements and action plans.

Inclusive Employee Development & Career Progression:

- Support succession planning and talent development initiatives, managing our PDR process to ensure effective understanding and completion, reporting back to our shareholder as required.
- Where appropriate, support coaching and mentoring to support employee career growth.
- Work with managers to develop individual learning plans and ensure employees receive appropriate training opportunities.
- Act as leader on all apprenticeships, ensuring effective use is made of the apprenticeship levy and that we provide career and growth opportunities wherever possible.
- Facilitate training programmes tailored to employees with disabilities, ensuring accessibility and inclusivity, partnering as needed with agreed external organisations to support the learning and development needs of employees with disabilities.

Compliance & Policy Adherence:

- Ensure all training programmes comply with industry regulations and company policies.
- Support audits and reporting requirements regarding training compliance.

The post-holder may be required to undertake additional duties in line with business needs.

Key Skills & Experience:

- Strong experience in managing learning and development across a multi-site organisation
- A track record of designing and delivering engaging training materials, including e-learning, coaching, and tutorials.
- Experience in embedding company culture, values, and people management training.
- Knowledge of learning and development best practice, including digital learning tools.
- Ability to work across multiple sites and manage competing priorities effectively.
- Strong interpersonal and communication skills, relationship building at all levels.
- Experience in supporting inclusive learning initiatives and working with employees with disabilities is beneficial but not essential.
- CIPD Level 5 qualification in Learning & Development (or equivalent) or extensive relevant experience.
- Ability to conduct learning needs analysis and tailor training solutions accordingly.
- Experience working across multiple departments and managing stakeholders at all levels.
- Passion for introducing innovative training approaches to drive engagement and results.
- Highly organised and adaptable, thriving in a fast-paced, evolving environment.
- Tech-savvy, with strong Microsoft Office skills and experience using online learning platforms.
- Previous Apprenticeship Scheme management experience welcome.
- Full UK driving license and willingness to travel between sites as required.