

Job Description | Senior Learning & Development Advisor – Business Services

Department: Human Resources

Location: London

The Team

The Global Learning & Development team serves over 5000 people from over 60 offices and provides specialist advice, education and learning solutions across a broad remit, including: professional core skills training, continuing legal education, talent development planning and programmes, coaching, career development initiatives and practice area or business specific learning. The senior Global L&D advisor role will play a key role in delivering against our strategic objectives, along with designing, facilitating and ensuring the smooth running of programmes and events.

Clyde & Co is embarking on an exciting change journey and this role provides a great opportunity to truly transform and shape learning and talent development across the firm.

The Role

The role requires the ability to engage with a range of stakeholders and drive a number of value-based learning initiatives. Central to the role are the activities of learning needs analysis, the leveraging of existing content, and the design and delivery of a wide range of learning interventions.

There is a strong desire for cross-collaboration, providing the opportunity to directly support Global L&D Managers, HR Managers and Leaders to build a culture of learning, feedback and high performance.

Further information on specific areas of responsibility, key characteristics and competencies can be found in this document.

Key Responsibilities

- Deliver learning consultancy at all stages of the learning lifecycle to a wide range of stakeholders across Business Services.
- Respond to and triage learning requests, analyse learning needs, and curate and develop suitable solutions,

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- Identify and collaborate with business sponsors, subject matter experts, and external partners to drive relevant and value-based learning solutions throughout the business.
- Effectively manage learning requests by diagnosing the needs and then thoughtfully considering important factors, such as alignment to strategic priorities, budget, desired outcomes, commitment and learning maturity.
- Advise on and manage complex and challenging requests and fully manage a small population/stakeholder group.
- Support Global L&D managers in the promotion and communication of Learning programmes and initiatives, designing solutions that will drive engagement and ownership for measuring impact and evaluation.
- Operate as a subject matter expert and continue to develop knowledge across a broad range of learning topics.
- Take the lead and support others to produce insightful data and consistent metrics for learning and talent development programmes and initiatives. Work alongside managers to use data effectively to communicate, educate and make evidence-based decisions.
- Act as a coach and mentor to junior advisors, providing guidance for advisors and coordinators on specific projects and acting as a point of contact for consistency across the wider Global L&D team.
- Work with Global L&D Managers to manage and source external providers, ensuring partnerships with external vendors are optimised globally and measured for impact and commercial value.
- Recommend and implement iterative improvements to existing skills courses, talent programmes and learning events.
- Be a champion and role model for the global Global L&D team as well as collaborating with other departments across HR and within the firm, to influence their involvement and connection with Global L&D.
- Guide and support the team to promote and curate content in the Learning Management System (LMS) working in conjunction with the Digital Learning & Platforms team.
- Support a wide range of strategic priorities/projects within the Global L&D team and wider HR team, as well as taking ownership and accountability for some projects.
- Support other ad hoc activities, as required.

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Essential Skills & Experience

- Proven experience in all elements of the learning lifecycle including learning needs analysis, learning design, and deployment. Experience of writing narrative for both facilitated and digital learning sessions. Ability to collaborate with subject matter experts to create material that is memorable and engaging.
- Ability to seek out and engage business sponsors, subject matter experts and pilot learners, to validate and support learning initiatives.
- Able to make a positive input into learning project plans by timely identification of resources, timescales and risks.
- Experienced in working with stakeholders to identify key performance indicators that validate training effectiveness
- Experience within a Global L&D team, focused on building and sustaining a learning and feedback culture.
- Confident in speaking up and sharing views and insights in group settings, proactively collaborating online and in meetings and encouraging junior members of the team to build confidence area
- A good working knowledge of MS packages and IT proficiency essential
- Effective stakeholder management
- Driven by continuous improvement and actively seeks constructive feedback
- Communicates effectively and with confidence at all levels, both verbally and in writing
- Proactive approach and positive attitude, enthusiastic and outgoing
- Service oriented approach
- Persuading and influencing skills
- Strong IT skills
- Team player
- Excellent organisational skills and attention to detail
- Flexible and adaptable (solutions focused when faced with changing priorities)

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The Firm

Clyde & Co is a leading global law firm, specialising in the sectors that underpin global trade and commercial activity, namely: insurance, transport, construction, energy, trade and commodities. It is globally integrated, offering a comprehensive range of contentious and non-contentious legal services and commercially minded legal advice to businesses operating across the world. Clyde & Co is committed to operating in a responsible way. This means progressing towards a diverse and inclusive workforce that reflects the diversity of its communities and clients, using its legal skills to support its communities through pro bono work, volunteering and charitable partnerships, and minimising the impact it has on the environment. The firm has 480 partners, 2400 lawyers, 3200 legal professionals and 5000 people overall in over 60 offices and associated offices worldwide.

For more about the firm, its lawyers, offices and areas of expertise and for the latest industry thought leadership please visit www.clydeco.com

Our Values

Our values are the principles that guide the decisions we make, unite us in our endeavours and strengthen our delivery, for our clients and our firm. We:

- **Work as one** We are a globally connected team of talented people who act with a firm-first mentality to achieve success
- **Excel with clients** We aim high and challenge ourselves to deliver unique excellence for our clients, keeping them at the centre of everything we do
- **Celebrate difference** We help each other to be at our best and believe our differences result in greater achievement
- **Act boldly** We seek new opportunities, take action and learn as we go, recognising that curiosity drives our development and contributes to growth

Business Services Competencies

Clyde & Co is committed to providing extensive, personal and professional development opportunities for our people enabling them to be highly effective in their current role as well as assisting them to fulfil their career aspirations.

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The competencies are used to inform all aspects of Business Services career development. They vary across levels and different business areas and fall under the following areas:

- Technical Excellence
- People and Team
- Client/Stakeholder Relationships
- Service Delivery and Commercial Awareness
- Personal Effectiveness

This is the job description as constituted at present; however the Firm reserves the right to reasonably amend it in accordance with the changing needs of the business.

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