



Role Profile

LEARNING & DEVELOPMENT
MANAGER

COMPANY OVERVIEW

Informa is one of the world's leading knowledge providers. We create and deliver highly specialised information through publishing, events, training, market intelligence and expertise, providing valuable knowledge to individuals, businesses and organisations worldwide.

The **Academic Publishing** Division publishes specialist books and journals. Operating as the Taylor & Francis Group, it is recognised internationally as one of the world's leading education publishers through its five main imprints: Taylor & Francis, Routledge, CRC Press, Garland Science and Cogent OA. It has a portfolio of more than 110,000 book titles and 2,400 journals available in both print and digital formats, across subject areas within Humanities and Social Sciences, and Science, Technology and Medicine.

The **Business Intelligence** Division provides specialist data, intelligence and insight to businesses, helping them make better decisions, gain competitive advantage and enhance return on investment. It has a portfolio of more than 100 digital subscription products, providing critical intelligence to niche communities within five core industry verticals: Pharma & Healthcare, Finance, Maritime & Law, TMT, and Agriculture & Food.

The **Global Exhibitions** Division organises transaction-oriented Exhibitions and trade shows, which provide buyers and sellers across different industries and communities with a powerful platform to meet face to face, build relationships and conduct business. Informa has a portfolio of over 200 Exhibitions, serving a number of core verticals, including Health & Nutrition, Beauty, Property & Construction and Pop Culture.

The **Knowledge & Networking** Division incorporates all of the Group's training, learning, conference, advisory and congress businesses. It organises content-driven events and programmes that provide a platform for communities to meet, network and share knowledge. It runs around 3,000 conferences and training events across the globe each year, covering a range of subject areas, but with a particular focus on Life Sciences, TMT and Finance.

The fifth division is **Global Support**, which is right at the heart of Informa. Global Support ensures the business meets our obligations, protects our assets, collaborates across divisions and ensures all operations consistently run to the highest standards. The Group Finance function along with Strategy and Business Planning, Technology, Corporate Finance, Group Treasury, Group Tax, HR, IPCo, Legal and Shared Services ensure together that all operations run consistently across the business, to the highest standards.

Globally Informa has over 150 offices in more than 43 countries and employs 6,500 staff around the world.

GUIDING PRINCIPLES

Our guiding principles represent a clear statement of what we believe in, they define our goals and provide a focus for all our activities.

These principles individually may not be unique but together help to define us and help make our company easier to understand, which makes us easier to trust and consequently easier to do business with. Companies with a clear view of what they stand for have a powerful sense of purpose that helps them to perform better and last longer. These principles also help define our ethical viewpoint, which is important as a company is influenced by what it believes in. Employees are drawn to companies that share their ethos; customers and partners want to do business with people that work to similar standards and ideals.

Individual businesses within Informa may have their own values, which focus on particular aspects or traits, but overall they support and contribute to the Informa Guiding Principles. They are the same throughout the world, reflecting the way we operate. They are flexible enough to adapt to different cultures whilst giving us a common, consistent approach.



Commercially focused - Informa is a business and as a business we have an obligation to all our stakeholders to be as profitable as we can. We achieve this by understanding our customer's needs, evaluating our offer and identifying potential new revenue streams. This ensures our products and services deliver real value to individuals and their organisations.



Acting with responsibility - We aim to be honest and fair in all we do. We treat people with respect regardless of their background, lifestyle or position. Our commitment to Corporate Responsibility reflects our recognition that our customers, people, shareholders and communities increasingly favour companies that work in a responsible and sustainable way.



Excellence in all we do - We put quality first, constantly looking for better and more innovative ways to create, produce and deliver our product and services. We keep our customer in mind at all times and always try to meet and exceed their expectations by delivering the best possible results.



Freedom to succeed - We give our people the space and support they need to perform their roles to the best of their ability, we encourage them to make their own decisions and be responsible for the outcomes and not be hampered by bureaucracy or consensus decision making.

ROLE SUMMARY – LEARNING & DEVELOPMENT MANAGER

The Learning & Development Manager reports directly to the Global Exhibitions HR Director. This position is based in London and is accountable for the Global coordination and delivery of the overall Training & Development Strategy across the Global Exhibitions (GE) Division.

The GE division has been growing significantly year on year, through a mixture of both organic and non-organic growth, now making it not only the highest performing revenue generating division within Informa, but also one of the top three exhibition organisers globally. This rapid growth and commercial investment, (over a short time horizon) has now created the need for a clearly defined L&D Strategy, to underpin the Talent Management agenda for the business as a whole.

Given GE is a truly global business, there are many Key Stakeholders (both existing and new) located in many various locations. Key Stakeholder Management is therefore key to the success of this position. Whilst this role is predominantly London based, there will be an ongoing requirement for regular overseas travel, to ensure Key Stakeholders remain engaged, but also to ensure the delivery of training is of an exemplary standard, meeting the balance of both divisional and regional requirements.

This is a standalone role, which will require a blended approach towards the delivery of Learning & Development. Delivery against the L&D plan will be achieved through the engagement of contracted freelance trainers (based regionally), existing HR Business Partners, Training providers and the L&D Manager themselves. This position will therefore require the unique skillset of both having Strategic insight, but the ability to be hands on and deliver also. This is a very important requirement.

Key areas of focus for the strategic L&D plan to deliver against will initially include:

- *Coordination of Sales Training (Digital, Sponsorship, Telesales, Key Account Management & Value Based Pricing)*
- *Coordination of Systems Training (CRM/Salesforce, Marketing Automation applications & Digital Sales tools)*
- *Management Training (Performance Management, Recruitment, Essentials of Management, Coaching, CRM reporting)*
- *Leadership Training (Both future leaders & Established Leaders – working cross divisionally on Global Programs)*
- *On boarding (to include acquisitions and new colleagues joining through recruitment)*
- *Management of the Performance & Goals application (Success Factors), ensuring HR Business Partners are coordinating the creation of Development Plans, which provide the core data to create Training Needs Analysis for each region.*
- *To support the future implementation of a companywide global Learning Management System (LMS), with other L&D professionals within the Informa business.*

To ensure L&D is managed effectively and that the business can track its return on investment, the L&D budget is held centrally. This brings a significant degree of responsibility and the importance of negotiating with suppliers to ensure the business achieves the important balance of both “value for money” but also high quality service delivery.

REQUIREMENTS

- **Strategy Development** – Develop the GE L&D Strategy, identifying key clear deliverables, with return on investment tracked and fully communicated internally to ensure key Stakeholders expectations are managed effectively.
- **Core Training Content Creation** – Creation of a library/catalogue of core training content, which enables the GE Training Function to establish its own “*specific levels of competence*” across specific functions within the business. (i.e. Sales, Marketing, etc....). Where applicable/possible, align to recognised industry standards/accreditation to ensure training has structure and added value for the end user.
- **Regional Delivery** – With Core Training Content created, engage with regional HR Business Partners, Management and (when required), freelance trainers to adapt Core Content to ensure training content delivery is both regional & business specific.
- **Ability to Contract, Negotiate and Deliver Through Third Parties** – The ability to clearly define requirements, deliverables and standards required when contracting direct with Third Parties.
- **Sales Training** – The ability to create a comprehensive catalogue of sales training content, which meets the specific requirements of the Senior Leadership Team.
- **Leadership Training** – Represent GE on the cross divisional, companywide development of an executive leadership development program.
- **Management Training** – Working cross divisionally (sharing content) and working with GE HR Business Partners, create a robust General Management training program.
- **Systems Training** – Work with workstream leads and department heads to create robust training materials for existing and new IT systems / applications being launched within the business.
- **LMS Implementation** – Working as part of a cross divisional team, represent GE on the build and implementation of a Learning Management System.
- **Budget Accountability** – Accountable for the Global L&D budget, ensuring all spend is fully accounted for, tracked and return on investment is always projected before any committed spend is made. Where adhoc training is required, work with the respective MD and HR representative to ensure the business is achieving the maximum return on any investment. Monthly reporting of both spend and committed spend to be provided to the HR Director.
- **Monthly Reporting** – Produce a monthly report which provides narrative, financials and tracking to the agreed L&D Strategy.
- **Management of Success Factors Tool** – Success Factors (Performance & Goals) is the tool which provides managers the ability to align individual training needs to objectives/career progression & ability to perform in current role. This tool needs to drive the Training Needs Analysis (TNA) across the division as a whole. As the “guardian” of the application, no individual skills training can be delivered outside of not having the training needs being captured in this application. This ethos/approach will drive the cultural and behaviour step change of investing in “targeted training = enhanced performance”.
- **Key Stakeholder & End User Satisfaction** – Once the L&D function has been established, end user satisfaction needs to be measured, trended and actions taken to ensure the function has exemplary internal customer service, but most importantly also delivers tangible results.
- **Cross Divisional Working** – With this position being located in the UK, this will enable the L&D Manager to establish links with the already established L&D functions in Academic Publishing, Business Intelligence & Global Support. This cross divisional collaborative working will enable all four divisions to share content and best practice.
- **Exhibitions Industry Networking** – With GE now being one of the top three Exhibition Businesses in the world, this brings a degree of responsibility and opportunity within the Exhibitions Industry. Through the attendance of selected exhibition industry events, this will ensure our approach as a business is both aligned but also setting the standard of exemplary L&D for current and future colleagues.
- **Employment Brand** – Working closely with the GE HR Director and Regional Heads of HR, collectively establish and maintain the requirements to not only define the employment brand, but also maintain and promote where possible. Therefore, not only retaining but also attracting top talent.
- **Graduate Development** – Work closely with the Global Support Recruitment function and Regional Heads of HR to ensure the training needs of the Corporate Graduate Development program are delivered during the second year, six-month placement in GE.
- **Special projects** – As and when required, participate or lead respective projects.

SKILLS REQUIRED

- A proven track record in a similar role, preferably with a Sales Management background.
- Strong oral and written communication skills
- Exemplary presentation skills
- Project management
- Experience of managing multiple key stakeholders and establishing metrics / service delivery standards
- Resilient to change and more importantly able to act as a change agent when required
- Adept at negotiation and maintaining commercial relationships
- Ability to use interpersonal skills to influence and persuade individuals when necessary
- Maintain credibility and consistency in approach
- Ensure focus is maintained on delivering business objectives
- Be able to co-ordinate and implement a clear and concise L&D strategy
- Be able to multi-task, manage and direct multiple priorities in a fast paced work environment

EDUCATION REQUIRED

- Degree or Master's Degree
- CIPD / Training qualification preferred, but not essential