



Application Pack

Ref: WA198

Learning and Development Manager

Salary £36,000 per annum
(FTE £45,000 per annum)

Part time – Permanent
[32 hours per week]

[Closing Date: 13 February 2023]

Westminster Abbey



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About Westminster Abbey

Westminster Abbey is a major centre for Christian worship, a leading venue for tourism and a treasured part of Britain's heritage. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is the House of Kings, where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians. Westminster Abbey is a Royal Peculiar, and the Dean and Chapter of Westminster are directly responsible to the Sovereign.

The Dean and Chapter of Westminster defines our Mission in these terms:

- To serve Almighty God by offering divine Worship daily and publicly;
- To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of His Majesty;
- To serve the nation by celebrating the distinctive witness of the Christian faith; by upholding the place of religious faith within national life; and by active engagement with Parliament, Whitehall and others in positions of public service;
- To serve all pilgrims and visitors to the Abbey, and to maintain a tradition of hospitality.

Our values

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

The Abbey attracts approximately one million paying visitors each year, from all around the world. A large number of people also attend services which take place seven days a week. Daily services are only part of the Abbey's work, for there are also many 'special' services and events throughout the year. Westminster Abbey currently employs around 300 staff in a variety of roles and an even larger number of volunteers.

The Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies on monies raised from visitors to ensure that the building can be properly maintained and remain open as an amenity for all.

Job Description

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| JOB TITLE: | Learning & Development (L&D) Manager – 0.8 FTE / 4 Days |
| DEPARTMENT: | Human Resources |
| POST REPORTS TO: | Head of Human Resources |
| KEY RELATIONSHIPS: | Internal: Deputy Head of HR, HR Officer, HR Adviser, Abbey Managers, Department Heads / Leads, Safeguarding Officer, Supervisors, Engagement Learning Department, All employees (WA, WAEL, WACS), External: CIPD, training facilitators, training organisations, learning and development bodies/networks |
| JOB SUMMARY: | <p>To support the Head of Human Resources so that all Abbey staff and volunteers have a great learning experience. In support with the Head of Human Resources, create and develop an L&D approach that is fit for purpose and effective for all employees and departments, by; creating a learning culture in the Abbey, identifying development gaps for individual members of staff and whole departments, and collaboratively designing, creating and delivering solutions for these gaps across the organisation at every level.</p> <p>To be responsible for setting clear points of evaluation in order to identify development and training successes (and areas to improve) and to create a culture of knowledge sharing.</p> <p>To take a focused and strategic approach to learning and development, based on the 70,20,10 model, with the objective of the Abbey continuing to be a great place to work.</p> <p>To take an active role in supporting the Abbey and its commitment to safeguard its staff, volunteers and visitors.</p> |
| BACKGROUND: | Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey, comprising approximately 300 employees and a greater number of volunteers. |

MAIN DUTIES AND RESPONSIBILITIES

General

- Support in the creation of and administration (or management) of all aspects of the Learning and Development process, including planning and ongoing implementation.
- Design, develop, and carry out (facilitate) Abbey training sessions for staff. A large part of the role will be to train Abbey staff.
- Generate commitment to Learning and Development frameworks and practices which

enable the establishment of a learning culture focusing on the 70:20:10 model.

- Review and assess both individual, departmental and organisational learning and development needs in collaboration with the Head of HR.
- Provide guidance to managers on effective discussions with direct reports on Learning and Development needs, as part of the annual review process.
- Plan the annual training calendar and other learning and development activities.
- Facilitate safer recruitment training for Abbey Managers.
- Work with Abbey managers to make sure that safeguarding incident report forms are filled in and correctly sent to the safeguarding mailbox. In addition, when the Abbey Safeguarding Officer is unavailable, where appropriate to support the Abbey managers in recording the incident and taking appropriate next steps.
- Annually review the Abbey's performance review process (appraisals). Designing and developing, both in-house and with expert third parties, solutions, which include a blended approach to learning such as coaching, mentoring, classroom training, 1-2-1 sessions, action learning & e-learning.
- Develop and manage the management and leadership development programmes, which are driven by current and future developments within the Abbey, enhancing performance and productivity. Arranging training events as scheduled, including catering, rooms and equipment booking.
- Work with the Head of Human Resources and departmental leads to enhance and recognise talent, and the readiness for succession planning and future Abbey needs.
- Design the Learning at Work annual programme, so that it covers all areas of the Abbey's mission and enables the success of departmental objectives and effective staff engagement.
- Research training providers, and supporting individuals requiring specific training interventions e.g. professional qualification or particular development needs.
- Seek and record feedback about the effectiveness and contribution of any training/learning undertaken and properly evaluate the training/development intervention.
- Draw on current thinking in L&D to create content and resources that are beyond the norm.
- Act as a curator and concierge of learning content and resources.

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- Involvement in wider HR projects and initiatives.
 - Work collaboratively with the Learning, Engagement and Safeguarding departments to so that appropriate training administration is carried out, and that relevant Abbey themes, areas of work, such as social engagement, safeguarding and volunteering
 - Lead the work on and process for apprenticeships, placements and work experience.
 - *It is expected that this role will work closely with the Deputy Head of Human Resources, as this role deputises for the Head of HR.*

Staff Engagement

- Being the key administrator for the Abbey's Employee Engagement Forum, and working closely with the forum.
- Working with the Head of Human Resources and Deputy Head of Human Resources to develop strategies to improve staff engagement, and help in managing these programmes.
- Champion health and wellbeing strategies and other strategies that enable staff to be their best and create a working environment where everyone can thrive and flourish.
- Begin to push forward excellent internal communication methods that engage Abbey staff.

Induction / On-boarding (Abbey Orientation)

- Carry out the orientation process from start to finish, working with the Heads of department to drive induction, orientation and the successful on-boarding of new staff.
- Review the orientation process, so that it becomes less admin heavy, it continuously meets safer recruitment best practice and the needs of new Abbey staff

Administration

- Carry out the necessary administration with L&D.
- Maintain accurate training and development records and compile the relevant training data for the quarterly chapter report.
- Monitor and record training expenditures.
- Evaluate the success of learning interventions and report to senior management.
- Monitor the effective implementation of all policies relating to the development, and revising these in conjunction with the Head of HR.

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- Keep abreast of the latest learning and development products and approaches and update senior managers on the latest thinking.
 - Undertaking any other ad hoc project as required.

The responsibilities contained within this job description are not exhaustive and may be amended from time to time to reflect the changing needs of Westminster Abbey / Westminster Abbey Enterprises Ltd.

Safeguarding at the Abbey

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a basic level criminal record check.

Person Specification

POST: Learning & Development (L&D) Manager

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential

Education/Training/Qualifications

- Educated to A level standard or equivalent.
- Relevant CIPD or equivalent professional qualification or working towards (*significantly advanced*).

Skills/Aptitudes:

- Excellent level of spoken and written English language.
- Delivery of learning and development interventions.\ability to juggle working within a strategic perspective and an operational one
- Attention to detail and a completer finisher type working style.
- Commitment to the Abbey's values and mission and to the maintenance of its reputation, with the ability to be diplomatic and discreet.
- Ability to take the lead and work well as part of a diverse team.
- Ability to manage and utilise resources well.
- Proven ability to work with and influence others, projecting a positive image of the HR Department.
- Ability to work well under pressure.
- Skilled in the area of self-development and developing others.
- Time management skills, review and adapt objectives to meet changing needs.
- Good IT skills.

Knowledge/Experience:

- Proven track record of training development, planning and delivery.
- Demonstrable ability to train management and customer service skills.
- Ability to produce training data and reports.
- Ability to use Microsoft word, excel and power point packages.
- Likely to have worked in a diverse and complex environment.
- Experience of using coaching style.
- Experience of undertaking complex training and analysis.
- Experience of managing the delivery of a complex and busy learning programme.
- Experience of working alongside stakeholders to achieve organisational learning goals.
- Experience of designing learning activities to meet specified needs incorporating varied learning styles.

Personal Attributes:

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- Professional and approachable demeanour, easy to talk to.
 - Flexible, positive and can-do approach.
 - Resilient individual, who just gets things done and is committed to going over and above.
 - Kind and embodies Abbey values and sympathetic to Christian faith.

Desirable

Knowledge/Experience:

- Experience of dealing with safeguarding issues.
- Experience of working in a church or faith based organisation.
- Experience of working in a stand-alone role.

This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.

Working for us

Employment Status

This post is permanent.

Salary

The salary is £36,000 per annum, which is based on a full time equivalent annual salary of £45,000 and is paid on the last Friday of each month. Salary is reviewed annually.

Working Hours

These are 32 hours per week worked over 4 days between Monday to Friday. There is a full flexibility to choose the working days. The usual arrangement of working hours is 9am to 5pm, however the postholder will be required to work the hours to suit the needs of the organisation.

Annual Holidays

The full-time holiday entitlement is 31 days per annum including recognised public holidays, rising to 33 days per annum in the fifth year of service.

Training

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Pension Scheme and Life Assurance

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

Season Ticket Loan

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

Medical Insurance

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

Uniform

If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times.

Equality Statement and How to apply

Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

How to Apply

Please complete our application form as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements.

As well as your previous work experience, tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: applications@westminster-abbey.org.

Applications should arrive no later than 12 noon on 13 February 2023. Interviews are scheduled to take place on 22 February 2023.

We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.