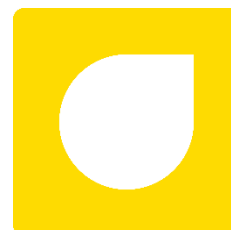


# Learning and Development Manager

Job description



WaterAid/Ernest Randriamalala



**WaterAid**

# We are WaterAid



**Our vision** is a world where everyone everywhere has access to safe water, sanitation and hygiene.

## Our mission

Transform lives through sustainable and safe water, sanitation and hygiene.

**Our values** define our culture and unite us across the many countries in which we work. They are at the very heart of WaterAid - who we are, what we do and how we do it.

**Respect.** We treat everyone with dignity and respect and champion the rights and contribution of all to achieve a fairer world.

**Accountability.** We are accountable to those whose lives we hope to see transformed, to those we work with and to those who support us.

**Courage.** We are bold and inspiring in our actions and words, and uncompromising in our determination to pursue our mission.

**Collaboration.** We work with others to maximise our impact, respecting diversity and difference in the pursuit of common goals.

**Innovation.** We are creative and agile, always learning, and prepared to take risks to accelerate change.

**Integrity.** We act with honesty and conviction and our actions are consistent with openness, equality and human rights.



# About the role



<b>Place of work:</b>	UK, Nigeria, Tanzania, South Africa, Nepal  Applications from internal candidates to be based in other countries where WaterAid has a presence will also be considered.
<b>Pay band:</b>	3 in UK or G in country programmes
<b>Salary:</b>	UK: 42,871.00 – 45,149.00 GBP Nepal: 273,233 – 358,277 NPR Nigeria: 15,010,723 – 18,780,910 NGN Tanzania: 115,898,935 – 157,779,773 TZS South Africa: 873,681 – 1,191,126 ZAR
<b>Contract type:</b>	Full time, Permanent
<b>Reports to:</b>	Resourcing & Leadership Director
<b>Budget responsibility:</b>	None
<b>Travel:</b>	Approximately 6 weeks per year to WaterAid country programmes and to the London office.

## Job purpose

Reporting to the Resourcing & Leadership Director, this global role makes an important contribution to the delivery of WaterAid's global strategy through leading capability building, primarily in country programme teams, across the federation.

The remit will include aspects of management development, building internal learning and development capacity (including coaching) and co-ordinating and supporting the technical and skills training based on key strategic priorities, aligned to our Global Strategy.

This role will partner closely with senior leaders and HR professionals to ensure that capability building initiatives support the delivery of country programme and global strategic priorities.

The remit is wide-reaching and will include using a range of communication approaches and delivery methods, including face to face and virtual programmes, e-learning, coaching and mentoring to deliver capacity building in a wide range of skill areas.

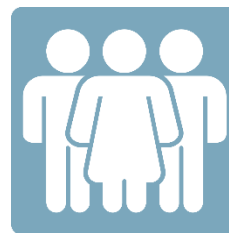
This role will be responsible for leading the global work on capability building aligned to our strategic people planning approach.

# Accountabilities



- Lead the articulation of the skills needed to deliver the new Global Strategy working with subject matter experts in senior roles across the federation.
- Provide advice on, and lead the design and deployment of skill development solutions for all strategic aims and our approach
- Lead initiatives for developing cross-cutting skills focused on organisational effectiveness. Advise on, design and deploy development solutions
- Lead the delivery of our Managing@WaterAid programme. Provide train the trainer programmes for internal facilitators and liaise with external providers for delivery. Provide direct facilitation and coaching for the programme in all WaterAid UK regions and for other members as required. Lead on the design of all learning materials to support the programme.
- Lead the updates to global induction solutions (programmes, e-courses, guidance, processes) in alignment with the strategy and other key people & culture themes. Support induction programmes in country programmes, under the umbrella of 'Discover WaterAid'. Advising country programme HR leads and managers on the delivery of appropriate local CP inductions that align with the global programmes.
- Lead the monitoring and evaluation and continuous improvement of all learning and development initiatives within the remit of this role.
- Actively work with functional leads, and regional and country programme management teams, to assess their specific learning and development needs and to support the development of learning strategies and plans that focus on developing the priority capabilities, built on a deep understanding of the needs and context of our country programmes. Advise on wider deployment of these solutions where appropriate.
- Provide advice on how best to build capacity encompassing a wide range of learning and development solutions including seeking local providers, supporting knowledge sharing across country programmes, working in partnership with other organisations, creating bespoke blended learning solutions etc
- Support the network of people (subject matter experts) within WaterAid who develop and deliver capacity building to our country programme teams to ensure high quality learning provision, sharing of best practice and best use of resources. This will include supporting the design of learning interventions and working with the Learning & Development Project Manager and others to create blended learning solutions managed through our learning management system (The Learning Hub)
- Advise on content and manage the roll out across country programmes of development programmes in identified organisational priorities – for example, diversity, digital capabilities etc.

# Person specification



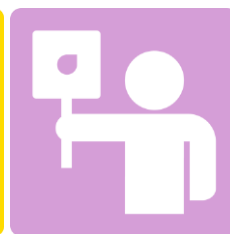
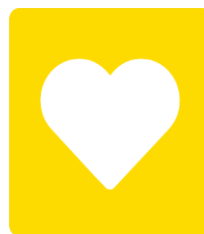
## Essential

- Credible advisor able to build trusting relationships with senior leaders across all the countries in which we work.
- Excellent designer with an ability to design creative and engaging face to face workshops and webinars.
- Strong facilitator, highly articulate and confident standing up and delivering to groups at all levels.
- Skilled at identifying and analysing needs, developing relevant approaches and evaluating effectiveness.
- Able to coach and influence senior leaders and being seen as a credible source of advice and feedback.
- Expert knowledge and experience of learning and development approaches and practice
- Experience of partnering with third parties to design and deliver learning interventions.
- A good networker – able to build effective internal and external networks to support WaterAid learning.
- Appreciation of cultural differences across WaterAid and of the difference this makes to learning styles and ways of working.
- Strong communication skills with the ability to facilitate good conversations, work collaboratively, ask great questions and build trust.
- Strong coaching and mentoring skills with an approach that builds capacity rather than dependency.
- Flexible and resourceful.
- A team player, able to work in a collaborative way.
- A graduate (or equivalent) with relevant post-graduate qualifications, for example, CIPD, Coaching & Mentoring certification etc.
- Good awareness of the latest trends and best practice in learning and development
- Good project manager with sound planning skills.
- Commitment to WaterAid's values and a working style that demonstrates these.

## Desirable

- The ability to facilitate and/or coach in other languages, particularly French would be a significant advantage.

# Our commitments



## Our People Promise

Everything we do is guided by our values. We want everyone to be treated with dignity and respect, and we champion people's rights and contributions to achieve a fairer world. We are passionately committed to being an organisation where everyone is welcome, respected, included and empowered to be their best.

We represent and celebrate the diversity of our staff, partners and everyone that we work with to create a culture where everyone can reach their full potential.

## Equal opportunities

We are an equal opportunity, disability-confident employer and are dedicated to achieving the highest standards of diversity, equity and inclusion. We welcome applications from people of all backgrounds, beliefs, customs, traditions and ways of life. This includes, but is not limited to, race, gender, disability, age, sexual orientation, religion, national or social origin, health status, and economic or social situation.

## Safeguarding

We are also committed to protecting everyone we come into contact with. We have a zero tolerance approach to abuse of power, privilege or trust across our global work, and any form of inappropriate behaviour, discrimination, abuse, bullying, harassment, or exploitation. Safeguarding the people and communities we work with, our staff, volunteers and anyone working on our behalf is our top priority, and we take our responsibilities extremely seriously.

**Wherever you work in WaterAid and whatever job you do, you'll be joining a global network helping people change their own lives with clean water, decent toilets and good hygiene.**



WaterAid, 6th Floor, 20 Canada Square, London, E14 5NN

Registered charity numbers:  
288701 (England and Wales) and  
SCO39479 (Scotland)

Company number: 1787329