



Job Title:	Learning and Development Manager
Grade:	4
Location:	Longleat
Department:	People Team
Reports to:	People Director

Job Summary

This is not a purely strategic role — nor is it solely operational delivery. We are looking for someone who enjoys both designing learning solutions and rolling up their sleeves to deliver them.

This role will lead the development and implementation of the learning and development approach and portfolio across the organisation, ensuring our people are equipped with the skills, capabilities and behaviours needed to deliver our strategic priorities and organisational goals.

The role will lead the design, delivery and evaluation of learning and development activities. It will establish a structured, sustainable approach to learning that supports how our people learn, grow and progress. It will set the standards for learning across the business, embedding a culture of continuous development that enables individuals and teams to deliver excellent performance and outstanding guest experiences.

Working closely with the HR Business Partners and key business stakeholders, you will assess organisational learning needs, identify skills gaps, and design and implement practical, scalable learning solutions – from organisational wide initiatives through to individual development.

Key Responsibilities

Build and lead the learning and development function

- Develop and implement the learning and development approach and portfolio, aligned with organisational and departmental strategy to help deliver business objectives.
- Establish scalable, cost-effective learning solutions suitable for a diverse workforce, who are largely guest facing.
- Develop frameworks, policies and governance to ensure consistency and quality
- Work closely with other members of the People Team and senior leaders to embed a culture of targeted continuous learning and development

Learning Pathways

- Work with People Business Partner and managers to develop clear, accessible learning pathways across key business areas, such as:
 - Guest experience and guest facing roles
 - Animal care teams
 - Operational and support functions
- Create progression routes to support internal mobility and career development
- Ensure learning is inclusive and accessible to employees at all levels.
- Design blended learning solutions, including face to face training, e-learning, workshops and on the job learning.
- Develop and maintain structured training portfolio aligned to business need and succession plans

- Equip managers and subject matter experts to deliver effective on-the-job training and classroom training. Ensure robust processes are in place to assess, verify and formally sign off employee competence.

Induction / Welcome

- Design, deliver and embed a structured, engaging induction programme for all new starters, utilising skills and expertise from across the organisation.
- Ensure onboarding reflects organisational values, guest experience standards and safety requirements
- Tailor induction for different roles and contract types, including seasonal workers
- Improve time to competence, confidence and retention

Guest Experience Training

- Develop and embed training that elevates the end-to-end guest experience
- Incorporate storytelling, engagement and brand experience into learning
- Work closely with management to ensure training is practical, relevant and consistently applied

Supervisor, Management and Leadership Capability

- Develop and implement programmes to support emerging, new and existing managers
- Work with others in the People Team to develop a management induction programme which includes core people management skills
- Implement learning solutions to deliver succession plans and internal development

Early Careers and Entry-Level Development

- Work with People Team and management to develop structured, co-ordinated frameworks for early careers including work experience, student placements, apprenticeships.
- Design entry level pathways across our organisation and help to raise the profile of these opportunities locally and nationally.
- Manage the 'growth & skills' levy and external providers, ensuring programmes are aligned to business need and that learners are well supported.

Specialist Training

- Partner with internal specialists to ensure technical competence and compliance training is effective and up to date.
- Support the identification of specialist / unique training need providers

Learning Expertise and Culture

- Act as the organisations subject matter expert for learning and development
- Manage and continuously improve the Learning Management System (LMS)
- Provide guidance and support to managers on learning approaches and solutions.
- Promote a culture of learning beyond formal training, encouraging digital, on-the-job and experiential learning

Systems, Data and Evaluation

- Manage learning systems and platforms, ensuring accurate training records and reporting
- Measure the effectiveness and impact of learning initiatives.
- Use data and feedback to continuously improve programmes.
- Contribute to the People Team KPIs and organisational dashboards.

Budget Management

- Manage the provision of training within the agreed budget, ensuring effective and efficient use of resources.
- Ensure learning initiatives deliver value for money and support organisational priorities
- Source, manage and evaluate external training suppliers, maintaining accountability for quality and impact

External Awareness

- Stay informed about emerging learning trends, technologies and best practices
- Monitor developments in the future of work and relevant industry sectors.
- Introduce modern, flexible learning methods (e.g. digital learning, on demand, micro-learning and blended approaches)
- Build external networks to share knowledge and benchmark against similar organisations
- Adapt learning approaches to ensure our managers and leaders are equipped to respond to change.

Working with others

- Work closely with the People Team and management to ensure L&D supports wider organisational priorities.
- Partner with Health and Safety and Facilities teams to ensure safe ways of working training is built into learning, learning is accessible, promoted, recorded and compliance is reportable.
- Partner with internal communications promote learning opportunities and maximise engagement and participation.

General

- To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.
- Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.
- *The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.*

This role will require the post-holder to primarily work during Monday to Friday, however some flexibility will be needed – from time to time this post may require working some evenings, weekends and public holidays.

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential

- CIPD L5 or equivalent in Learning & Development
- Experience in designing and delivering L&D programmes
- Provide experience in learning design for diverse and guest facing workforces
- Experience in developing leadership and management programmes
- Ability to create practical, engaging, impactful learning solutions
- Strong stakeholder management skills
- Knowledge of early careers development and progression pathways
- A good understanding of apprenticeships or vocational learning frameworks
- Experience working with high-volume entry-level roles
- Experience of managing an LMS

Desirable

- Experience in hospitality, retail leisure, or visitor attractions or similar sectors
- Familiarity with animal care or regulated environments
- Experience in working with seasonally fluctuating workforces
- Experience in developing online learning content
- Proven experience in building or transforming an L&D function

The Ideal Candidate – Key Competencies

Essential

- Ability to balance big picture thinking with delivery
- Pragmatic and hands-on approach
- Creative problem solving and innovation
- Strong communication and influencing skills
- Passion for developing people at all levels

Desirable

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Position within the Team

