
Activities and responsibilities likely to be required when working at this level

first point of contact to staff, participants, facilitators and other stakeholders in person and email; recording and reporting on training evaluations and uptake for mandatory and non-mandatory training; tracking and taking appropriate action where information is incomplete, escalating where necessary; coordinating and administering basic finance processes (e.g. raising agreed Purchase Orders and Inter Departmental Transfers (IDTs)); supporting the team with preparation for training events, (e.g. printing learning materials, meeting accessibility requests, organising rooms and providing joining instructions to delegates); setting up training events on the day (e.g. meet and greet delegates, setting up room and IT, minute taking); post training follow up (e.g. evaluations); maintenance of L&D resources and materials, including m

Development options to consider when working towards this level

events, ideally using online	Acting as a point of contact for UCL community of practice in a relevant area; proactively	Attend Personal Effectiveness training; learn Microsoft Office packages; explore LinkedIn
to gain a sound knowledge of organisational requirements around training and why training is important; develop effective methods of understanding and actively promoting the importance of engaging with training requirements; developing effective means of sign-posting	working relationships with key HR contacts and a network of training specialists including facilitators support from your line manager.	learning portfolios (e.g. Information Services Division (ISD) Digital education offering) to learn more about office packages management; familiarise self with
programmes successfully.		

These describe expected behaviours in line with UCL culture and values (see pages 48-49). For Ways of Working indicators and steps to development please refer to the Ways of Working website www.ucl.ac.uk/human-resources/policies-advice/ways-working



Activities and responsibilities likely to be required when working at this level

Taking responsibility for and overseeing actions and project tasks relating to delivering L&D activities, delegating specific actions where applicable; managing recurring/regular projects with existing internal or external suppliers in conjunction with central HR; working with team members, line managing where appropriate, including identifying and managing specific training needs and opportunities across own team, using data where possible; managing and monitoring budgets relating to specific learning projects, anticipating and flagging any issues; benchmarking across HE and other sectors to ensure that learning opportunities comply with best practice in processes; network, collaborate and connect, working closely with wider UCL learning communities; acting as main point of contact for providing expert learning and development advice to colleagues and stakeholders, including recommending appropriate learning opportunities and intervening in cases of non-compliance for mandatory training (e.g. GDPR); compilation and analysis of evaluation materials for reporting; streamlining processes and evaluating efficiency, improving where necessary. Reviewing, improving and ensuring optimization of learning opportunities and services; organise and present content to support effective learning (e.g. redesigning learning materials, joining instructions); finding creative ways to document and share learning and development solutions (e.g. online site,



(see pages 46-47)

Development options to consider when working towards this level

Develop a sound knowledge of UCL

gain an awareness of core training needs for staff in your area of activity and how

add value to their roles; gain proficiency

sound understanding of UCL finance and expenses policy; develop an understanding of line management capabilities – where possible through opportunities to ‘act-up’. (This may be supervision of ‘casual staff’ for individual events). Develop and hone understanding of training theory including the training cycle, kinaesthetic learning styles and blended learning.

Gain confidence in

influencing skills with colleagues at any level;

engage with Community of Practice events

Seek out presentation skills training (e.g. LinkedIn Learning)

Identify digital skills for platforms to promote and share L&D activity in your area of

influence; consider certification from a professional body (e.g. CIPD (Chartered Institute of Personnel and Development)/ LPI (The Learning and Performance Institute) or equivalent; complete training on managing budgets; familiarise self with training systems that

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Head of function; Learning and Development, Workplace and Wellbeing

Activities and responsibilities likely to be required when working at this level

Using Learning and Development to support organisational strategic priorities (e.g. department strategy, strategic operating plans); managing and directing L&D delivery at a departmental/faculty/ institutional level; defining the strategy, policy, governance and legal requirements for content creation; responsibility for leading innovation and new ways of thinking across L&D; providing guidance and expertise on how to assess and prioritise objectives; identifying, anticipating and addressing potential challenges and barriers to the implementation to the learning strategy; building good relationships and collaborations across stakeholder groups, influencing and consulting to ensure delivery of learning strategy goals; leading and line-managing individuals/ team, setting objectives and reviewing progress and impact - demonstrating leadership for supporting personal and professional development; ensuring that the UCL Ways of Working and core behaviours are embedded within learning provision; managing physical and financial resources, including budgets and space. Building a credible reputation inside and outside of own area, and finding new ways to build on a culture of learning; ensuring that learning is fair, accessible and reflects UCL's principles and values; engaging and influencing senior stakeholders and others to gain buy in for innovative approaches to people development; represent L&D on institution-wide projects.

Development options to consider when working towards this level

Work closely with senior

increase efficiency of operational training; work regularly with senior

capacity advising on learning

ways to solve knowledge and skill

priorities for learning at UCL and

in local areas; offer best practice solutions that are cost efficient and

and facilitate senior management