



Senior Manager, Learning & Development Job Description

Job Title:	Senior Manager, Learning & Development
Level and Grade:	Senior Manager Grade 80
Job Type:	Full-time
Reporting Manager:	Senior Director, People, Diversity & Culture
Department:	Global Human Resources
Office:	HQ – Baltimore or DC
Date:	August 2022

About Corus:

Corus International is the parent of a family of world-class organizations and a global leader in international development, with 150 years of combined experience across our companies. We are an inclusive organization who believes diversity and differences only make us stronger. We are disruptive because by challenging convention, we innovate and maximize the good we can do in the world. We promote interconnectedness because complex problems require comprehensive, integrated solutions. And we are agile, because the world changes rapidly and we move at the speed of change. Our more than 800 employees around the globe are experts in their fields and dedicated to helping the world's most vulnerable people break the poverty cycle and lead healthy lives.

At Corus we value every employee's specialized area of expertise and nurture professional growth. We promote an engaging and supportive work environment, where employees feel enabled and driven to innovate, learn and collaborate. And because our companies often function as partners, our employees have the opportunity to work across our enterprise family.

Corus is committed to diversity, equity, and inclusion in our worldwide workplace, and we believe that social justice and respect for the human dignity of every person are fundamental to all we do as an organization.

Further details about the organization can be found at: <https://corusinternational.org>

Job Brief: The **Senior Manager, Learning & Development** will serve as the main point of contact for Corus International's staff learning and development (L&D) initiatives, working closely with the Sr. Director, People & Culture to ensure staff L&D initiatives are aligned with Corus HR strategic objectives and responding to requirements from Corus donors, funder regulations and supporting a transformative and continuous learning culture. The goal of L&D is to increase employee knowledge and skills, identify and address knowledge and skill gaps, assist with succession planning for top performing staff identified for future growth in the organization, increase employee engagement by demonstrating that Corus cares about employees, their growth and invests in their futures and assist with retaining key staff. The L&D work is fundamental to ensuring successful onboarding of staff, and for supporting key HR initiatives (i.e., DEI) as well as supporting programmatic and operational performance in all the Corus office locations. This role will partner with the Global HR team to understand turnover trends and translate results into action planning and develop programming to address gaps and directly impact staff retention.

The Senior Manager, Learning & Development is responsible for driving learning and development initiatives for Corus employees, under the guidance of the Sr. Director, People & Culture, by planning, developing, coordinating, and facilitating a wide array of training and educational opportunities that address compliance, safeguarding, leadership development, retention, succession planning and individual employee development needs. This position will also work closely with the DEI Council and be responsible for metrics related to L&D initiatives.

Key Result Areas: The success of this role is measured by the following KRAs:

1. Create and nurture a transformative and continuous learning culture driven by a comprehensive L&D strategy and function that develops people capabilities at all levels to support the organizational strategy.
2. Train other trainers and equip regional HR managers to deliver trainings to all country offices.
3. Provide learning solutions and resources for managers and employees to support performance.

Roles and Responsibilities:

Develop and Deliver Staff Learning & Development

- Partner with the Senior Director, People & Culture and the Global HR team to plan for staff learning and development activities for all staff globally.
- Assess training and development needs through surveys, interviews, focus groups, and communication with managers and subject matter experts within Corus International.
- Develop measurable learning objectives, (SMART Objectives) based on knowledge, skills, and abilities (KSAs) to inform decisions on methodology, timeframe, and design of L&D activities.
- Apply knowledge of the effectiveness of various learning methods (Virtual Classrooms (VC); E-Learning (E-L); Instructor Lead Learning (ILT); Mobile Learning (ML) and Blended Learning (BL) to assist with the development & implementation of a Corus International learning and development program that will address the needs of the Corus work force.
- Develop staff trainings; prepare comprehensive scripting/storyboarding/ thematic/timelines; coordinate related instructional document preparation from support staff; prepare training status reports, exhibits, communications, and training desk procedures as required.
- Assess professional training from external vendors, skills training, workshops, conferences, seminars, and other staff development opportunities; Manage vendors and the development of customized e-learning education.
- Ensure all learning opportunities offered to staff are culturally sensitive, promote diversity, equity, and inclusion, and are compliant with policies, laws and regulations and the material is appropriate for the audience.
- Prepare all staff communications related to learning and development activities.
- Collaborate with HR staff to ensure trainings are incorporated into employee onboarding and training schedules are developed based on best practice.
- Lead training sessions on all global policies, subjects to include Safeguarding, Anti-Sexual Exploitation, Anti-Harassment, career development, appropriate workplace conduct among other topics.
- Train other trainers and work closely with regional HR managers to equip them to train their staff, evaluate instructor performance and the effectiveness of training methods, providing recommendations for improvement.
- Assist staff in the preparation of individual professional development plans that will enhance and improve their individual performance as well as address career development.
- Partner with HR staff to provide training on existing and/or new HR Systems as needed; including, but not be limited to, employee engagement tool, ethics hotline and case management system, the vetting/bridger system, ADP timekeeping system, applicant tracking system, performance management system, etc.
- Partner with IT & global HR team to determine optimal learning management system for the organization.
- Design and roll out global new hire orientation program and ensure implementation at HQ and all country offices.

Diversity Equity & Inclusion

- Work closely with the Diversity, Equity and Inclusion Council to help ensure Corus makes significant advances with DEI initiatives and can demonstrate these successes with meaningful data.
- Assist with identifying and defining how the Corus DEI work is impacting human resources.
- Develop training and educational opportunities that directly address these findings.
- Work in partnership with the Sr. Director, People & Culture to ensure core competencies are incorporated into the DEI L&D initiatives (e.g., talent acquisition, new hire orientation, performance management, compensation, leadership development).
- Recommend changes to policies and or practices based on the findings.
- Facilitate DEI related educational workshops, programs, and events.
- Ensure activities support set DEI learning objectives and DEI initiatives.
- Identify strategic alliances and partnerships, benchmarks, and trends in talent development around diversity, equity, and inclusion.

L&D Evaluation - Reporting, and Dashboard

- Ensure data collection and accurate record keeping for all L&D program activities (i.e., attendance, results of tests and assessments, and retraining requirements). Conduct performance-based measurement assessments for objective evaluation of instructional programs; and training feedback surveys to continuously enhance and improve training delivery.
- Lead the evaluation of L&D actions to demonstrate effectiveness of activities that strengthen our leadership and performance.
- Conduct follow-up studies of all completed training to evaluate and measure results; Modifies programs as needed.
- Develop reporting functions, including scorecards, dashboards, quarterly reports, board reports and annual summaries.
- Manage donor regulation reporting related to training compliance; serve as HR point of contact for grants/programs inquiries on statistics related to compliance trainings.

Supervisory:

1. This role reports to the Senior Director, People, Diversity & Culture
2. This role does not have any direct reports.

Education & Experience:

- Bachelor's degree with at least 7years of related experience, or equivalent combination.
- Prior experience providing training to employees, including Virtual Classrooms (VC); E-Learning (E-L); Instructor Lead Learning (ILT); Mobile Learning (ML) and Blended Learning (BL).
- Must be adept with a variety of multimedia training platforms and methods.
- Experience developing training materials for diverse audiences.
- Experience working with individuals that do not speak English as their first language.
- Experience working with Interpreters and translators.
- Prior experience working in Human Resources for a US headquartered international NGO, preferred.
- Skilled at designing and implementing effective trainings that demonstrate an understanding of the audience and considers the audiences perspective; ability to prepare and deliver well-organized, impactful trainings that facilitate and transfer knowledge.
- Ability to evaluate and research training options and alternatives.
- Ability to evaluate staff development programs and trainers.
- Experience working with diverse groups of people in a multicultural, team-oriented environment.
- Excellent facilitation skills and the ability to lead discussions where people have competing points of view.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical skills, with the ability to analyze and synthesize data, draw inferences; solve problems in a creative and logical manner; interpret data and make recommendations based on analysis; modify L&D material, as necessary.
- Ability to perform needs assessments and to analyze areas of strength and weakness

- Collaborative approach to working but capable of working autonomously.
- Identify challenges and take initiative, prioritize, organize, and carry out multiple tasks under pressure and with little supervision.
- Displays dedication to race, gender equity, diversity, and inclusion.
- Strong written and oral communication skills is essential.
- Professional English language skills required; knowledge of Spanish, Arabic and/or French is highly desirable.
- Willingness and ability to travel to other countries where Corus has operations.
- Deep commitment to the organization's core values and ability to model those values in relationships with colleagues and partners.

Qualifications:

Train the Trainer certification required or must obtain within first year in the role.

Other Duties:

This job description is not designed to cover or contain a comprehensive list of activities, duties, or responsibilities for the position. Duties, responsibilities and activities may change at any time with or without notice. All positions are required to perform any additional tasks assigned by the supervisor. Global positions that are bound by contracts will not be changed without notice and approval.

Working Conditions, Travel and Environment

- The duties of the job require regular attendance of at least 5 days/week. The employee must be available to work outside normal office hours or on the weekends as required. Corus has a hybrid work policy, allowing 50 percent of work to be done remotely.
- This position must be able to travel as required for standard domestic and international business purposes. While performing the duties of this job in different locations, the employee may be exposed to precarious settings under high security risks and/or very basic living conditions and outside weather conditions, as well as to infectious diseases.

Diversity, Equity, Inclusion and Zero Tolerance to Abuse

As a member of the Corus Family, each employee is expected to:

- Help to develop and maintain an environment that welcome and develop a diverse workforce.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Corus family, stakeholders in general, and particularly for the communities we serve.
- Follow Corus Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values of Inclusion, Disruptive, Interconnected and Agile.

Corus International prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, age, national origin, disability status, sexual orientation, protected veteran status, or any other characteristic protected by U.S. or International law.