

Job description

<p>Job title</p> <p>Learning and Development Manager</p> <p><i>[For those with less experience an Assistant Manager position will be envisaged]</i></p>	<p>Department</p> <p>Learning & Development</p>
<p>Reporting to</p> <p>Celine Fontaine, Regional Head of Learning & Development (Asia)</p>	<p>Location</p> <p>18th floor, United Centre 95 Queensway, Hong Kong (with occasional travel to the China and Singapore offices)</p>

About the firm



170+
Partners



1000+
People
worldwide



10
Offices

Stephenson Harwood is a law firm (headquarters in London) where our people are committed to achieving the goals of our clients - listed and private companies, institutions and individuals. Our diverse mix of expertise and culture results in a combination of deep local insight and the capability to provide a seamless international service.

Our experience encompasses corporate, commercial litigation and arbitration, employment and pensions, finance, marine and international trade and real estate.

We assemble teams of bright thinkers to match our clients' needs and give the right advice from the right person at the right time. Dedicating the highest calibre of legal talent to overcome the most complex issues, we deliver pragmatic, expert advice that is set squarely in the real world.

Stephenson Harwood is fully committed to ensuring that all employees are treated fairly and with dignity and respect and has built a culture that values meritocracy, openness, fairness and transparency. The firm values individuality and recognises the benefits of having a diverse workforce.

Our values



Individuality

We encourage creativity and develop talent.



Commitment

To be the best and deliver the highest standard.



Teamwork

We work together to build close, long-term relationships



Straight talking

We say what we mean and do what we say.

These values express the personality of our firm. They are the behaviours we encourage in our people and the standards which inform our decisions and actions.

Our vision to 2021

To be a successful, independent firm, where talented people work together in an entrepreneurial environment, building long term client relationships.

This vision is about who we want to be. It is as much about our values as about our character – the attributes we want to see from all of our people. It also reflects the importance of remaining independent - a clear sign that we are confident in our own future.

Team structure and objectives

The Asia Learning & Development (L&D) team will comprise three people: the Regional Head of L&D Asia (based in Singapore); this role - an L&D Manager (based in Hong Kong) and an L&D Administrator (based in Hong Kong). We also have a Head of L&D; two L&D Managers, one L&D Advisor and one L&D Assistant as part of our global team who are based in London.

The Asia L&D team is responsible for the effective management of all matters concerning the development of people within Stephenson Harwood across Asia. This involves carrying out appropriate initiatives, providing guidance and support to partners, managers and all employees alike, as well as supporting the creation of an environment which enables people to make the best use of their capabilities and realise their potential to the benefit of the firm and themselves. This means that we are involved in a wide range of activities including:

- Strategy setting in line with business objectives
- Talent and career management; performance, progression and supporting potential
- Supporting the appraisal/performance management process
- Our overall training, learning and development offering
- Policy and procedure setting and their practical application across the business.

We have two main offices in Asia located in Hong Kong and Singapore, three smaller offices in China, one in Seoul and one in Myanmar.

The role

This is a varied and stimulating role. You will report to the Regional Head of L&D, and work very closely with the Regional Head of HR, the local L&D Administrator, as well as the wider international L&D team to deliver the areas outlined below.

This includes:

- Provision of a consistently high level, seamless service to our client base in the fee-earning and business services areas firm-wide, and for all offices internationally, extending our reach and coverage across the network
- A range of design, delivery and programme leadership within our core career, talent and skills programmes – across the full training cycle and to aid progression
- Collaborating on and helping to link up/support activity on the technical legal training, client and legal tradecraft skills side, alongside the core career programmes
- A range of project work to deliver on the firm-wide strategy within L&D and the wider 'People' pillar of the firm's strategy, working very closely with the business at all times, for example our practice group/office leaders, all partners, training partners, function heads

One of the key focus areas for us is our career and talent development programmes. We also work as a wider international L&D team alongside HR and with our internal client groups together to offer a highly effective, practical and commercial advisory role. This includes initiating, leading, following up and offering internal advice on both technical and non-technical development and helping to deliver our international L&D plan, the wider 'People' strategy and ensuring access to all our programmes and support for all our offices.

In addition, there is a range of other team-based projects and work on our various departmental systems, processes and other ways to maximise our L&D infrastructure to support what we do. From our new LMS to marketing our offering and other L&D technology, we are working to continue to take our offering and function forward, and to continually support firm-wide aims around progression, growth, profitability, client service and our people

This list is not exhaustive and may change depending on business requirements.

Some examples of responsibilities and activities will include the following, as well as other arising projects or activities:

- Core career, talent and skills programmes – supporting the firm-wide progression agenda and maximising the performance, potential and skills of all our people:
 - Involvement in various core career and skills programmes within our offering and to fulfil the L&D strategy alongside the wider team. Examples may include core associate career development programmes, associate development centres, business and commercial skills training, business services programmes and other L&D events
 - Leading or co-leading aspects of our talent programmes, e.g. for associates, female talent, more senior-level business services development
 - Supporting existing programmes and creating new elements, which will include design and tailoring of content on a range of business skills and others topics
 - Delivery and facilitation of sessions within programmes and our wider skills suite
 - Working with internal/external specialists and sourcing providers
 - Reviewing and refreshing content, coming up with new learning methods and formats; creating or sourcing practical materials
 - Ensuring access to programmes/content to all our offices, with the wider team – greater use of IT enabled training delivery and online resources
 - Working individually and with the L&D Assistant and others firm-wide on programme implementation, admin & logistics; timely & effective programme management
 - Following up on training, giving feedback
 - Discussing career development with individuals and their managers, alongside HR as needed

- Supporting business partnering with client groups and various regional offices – advising and implementing L&D interventions (technical and non-technical)
 - Assisting various groups and offices within the Asia region
 - Participating and supporting local events and initiatives (e.g. client seminars, mental well-being initiatives, local D&I programmes, annual retreats)
 - Exploring the needs and advising on solutions/making recommendations. Working with groups to help shape their development programmes, offer ideas on formats, source speakers etc.
 - Working closely as needed with Group Leaders, Heads of Business Services, Professional Support Lawyers, other offices; also supporting firm-wide focus on know-how and knowledge management, and compliance
 - Making training accessible and available to all offices via technology and other means (including in-person potentially)
 - Helping to advise on local training needs and liaising with relevant regulatory bodies as required, e.g. Hong Kong Law Society, Singapore Law Society etc.

- Technology, systems and processes
 - Involvement in budgeting with the team
 - Using L&D Learning Management System (LMS) and looking at new ways to develop and implement new functionality. Working with other offices on promoting the use of the system – for training and compliance (CPD) purposes
 - Generating and analysing data from the LMS to inform business decisions
 - Ensuring we, as a team, maintain compliance on the L&D side with relevant legislation and other regulatory requirements

- Project work and other aspects
 - Working alongside the wider international team to develop our online bank of blended learning and e-learning (increase use of technology in L&D overall)
 - Communications and marketing of our L&D offering
 - Training needs analysis in each regional office post-appraisal
 - Evaluation and ROI assessment of programmes; driving efficiencies and effectiveness in our work
 - Assisting in other aspects of work – examples may include sponsorship agreements, QLTS requests, policy drafting and implementation
 - Assisting team to uphold the SRA continuing competence regime, the Hong Kong and Singapore Continuing Professional Development schemes and compliance
 - Various other projects in the firm-wide 'People' plan and L&D strategy

Experience required

- Previous involvement at this level, or being ready to take on this level of role having been part of an L&D team elsewhere
- Experience of the full training cycle: training needs analysis, design, facilitation, delivery and evaluation
- Aware of current L&D trends and commercial L&D options to meet needs
- Strong training, presentation and facilitation skills (both in-person and virtually)
- Strong project and time management skills
- Programme management and leadership of logistics
- Able to work and interact with groups and on 1:1 basis
- Creating development options to suit needs arising; sourcing these from scratch; generating new ideas
- Strong advisory skills and able to consult on needs, make recommendations and deal with challenges/different views to find the best solution to meet business needs
- Action planning, objective setting; informal coaching and structured development discussions with individuals and with their line managers

- Worked in a professional services environment/law firm (desirable)
- Understands broader business and HR issues
- Minimum 5 years' experience in L&D [**For those with less experience an Assistant Manager position will be envisaged**]

Skills & attributes

- Demonstrates the Stephenson Harwood values of individuality, commitment, teamwork and straight talking
- Flexible approach and proactive manner to all work and tasks; empathetic and people-centric in approach
- Ability to work autonomously, in close collaboration with an L&D assistant, and without immediate supervision (direct report is based in Singapore)
- Approachable and able to build rapport quickly at all levels and in a partnership environment
- Commercial understanding and approach. Quickly builds credibility
- Ability to communicate & influence effectively and professionally across all levels of the firm, its partners, management and other staff
- Can-do, client-focused and positive attitude
- Excellent organisational skills; planning and prioritisation and time management of self and others
- Strong project management skills and ability
- Adaptable and amenable to changing deadlines and conflicting demands
- Able to manage and complete multiple tasks from a variety of people – working with others and on own tasks
- Resilient, dealing effectively with set-backs and if faced with a tricky situation
- Able to handle sensitive situations and information confidentially and discreetly.
- Strong ability to work as part of a regional and wider international team
- Motivated by and interested in L&D and pursuing a longer term career in L&D
- Accuracy and a strong eye for detail
- Analytical with ability to create, manipulate and interpret management information and data
- Numerate and able to handle discussions on fees with providers; oversees budget for own area
- Excellent verbal/written communication skills
- Well-developed questioning, listening and coaching skills
- Strong IT and systems' skills – e.g. in Word, PowerPoint, Excel and database use; ideally experienced in using a Learning Management System

- Preferably fluent in Cantonese and Mandarin

This job description is indicative only and does not represent an exhaustive list of responsibilities. The firm reserves the right to alter or change the responsibilities at any time, in line with the firm's strategy and business needs.