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| **Position Title** | | **Division** |
| Vice President, Learning & Organizational Development | | Finance & Administration |
| **Reports To:** | **Department** | **Date** |
| EVP / CFO | Human Resources | August 2018 |
| **Supervises** | **FLSA** | **Revised** |
|  | Exempt | November 2021 |

# GENERAL SUMMARY

The Vice President, Learning & Organizational Development leads the design, development, and implementation of learning and development solutions to achieve organizational goals and support improvement in colleague performance. Major responsibilities include the ongoing assessment of organizational learning needs and collaboration with business unit leaders to provide training curriculum to increase employee efficiency and effectiveness. This position delivers training presentations and provides ad-hoc coaching sessions as well as coordinates 3rd party-training resources. The VP-L&OD ensures the Credit Union is positioned as a best-in-class learning organization with a commitment to continuously improve the member experience.

**MAJOR RESPONSIBILITIES (***in descending order of importance***)**

1. Impacts organizational performance by developing and leading a Learning & Organizational Development program to enhance employee efficiency and effectiveness.
2. Analyzes performance metrics and collaborates with Human Resources, management and employees to identify and address specific organizational and employee development needs.
3. Ensures all training curriculum is value-added for colleagues and delivered in an effective manner, including leveraging a Learning Management System and various technology channels.
4. Identifies and implements solutions that shares knowledge across the organization (e.g. Knowledge Management System).
5. Provides leadership for company-wide talent initiatives, such as succession planning.
6. Provides support to Human Resources to optimize talent assessment and annual performance management.
7. Develops and facilitates leadership/management workshops & curriculum to enhance colleague’s leadership & management skills, improve team performance and strengthen organizational capabilities. Provides coaching to management when requested.
8. Works with service providers to implement programs within prescribed budgets and timelines. Builds strong relationships with external business partners.
9. Stays current with trends, research and best practices in adult learning and talent development, including developments in technology solutions to enhance the learning experience. Shares information with key credit union leadership and staff as necessary.
10. Builds strong relationships with the internal member base including senior leadership, business unit managers and employees.

# QUALIFICATIONS:

## Education

Bachelor’s degree in Organizational Development, Education, Training, HR, Business Administration or related field. Advanced degree or professional HR/OD certification is preferred.

## Experience/Skills/Knowledge:

1. Minimum of 7-10 years of experience in organizational development, employee training and leadership development, coaching, or other areas aimed at strategically improving the performance of an organization and its employees. 3-5 years in a leadership role.
2. Excellent interpersonal, communication and facilitation skills; ability to interact with people at all levels, including conducting dynamic, effective and engaging presentations and training programs.
3. Strong technological proficiency, including virtual training and meeting solutions, collaboration platforms (e.g. Microsoft Teams), Learning Management Systems, office software applications (Microsoft Office – especially PowerPoint) and internet search/research required.
4. Knowledge of the theories, concepts, methods and practices of organizational development and their application in the design and execution of employee and leadership development programs is required.
5. Highly motivated/results-driven, solutions-based orientation and elevated ability to execute independently is required.
6. Excellent strategic thinking and partnering/consultative skills as well as organizational, analytical and problem-solving skills are required
7. Demonstrated ability to influence, adapt to and drive change throughout the organization. Must be able to thrive in a team environment.
8. Must possess strong service orientation skills in support of the Credit Union’s mission and core values.
9. Ability to manage multiple projects/priorities.
10. Knowledge of laws and regulations impacting the learning and organizational development function.
11. Ability to maintain strict confidentiality.
12. Experience in the Financial Services industry strongly preferred.
13. Ability to function in a commercial office environment and utilize standard office equipment including but not limited to: fax, copier, telephone, etc. Some travel required. Ability to lift a minimum of 25lbs file boxes.

# GENERAL DESCRIPTION:

## In terms of physical requirements, this position requires work best described as:

Sedentary  Light **X** Medium  Heavy  Very Heavy

# PHYSICAL TASKS:

* Standing/Walking/Bending/Stooping – Frequent.
* Hearing - Ability to receive information through oral communication (face to face and telephone). - Continuous
* Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone). – Continuous
* Reading – Ability to receive information through fax, e-mail and text messages – Continuous

# AUDIO / VISUAL:

* Requires vision to perform work dealing with data and figures and computer screens. – Continuous
* Requires ability to prepare and execute presentations, training programs and seminars – Continuous

# PSYCHOLOGICAL/MENTAL DEMANDS:

* Responds positively and productively to stressful internal (employee)/situations. – Continuous
* Assists others to work harmoniously and effectively as part of a work team. – Continuous

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| **Employee’s Signature** |  | **Date** |
| **Manager’s Signature** |  | **Date** |
| **Human Resources’ Signature** |  | **Date** |