



Manager, Talent Development and Workforce Planning Job Description

JOB INFORMATION

Job Code:	117509
Job Title:	Manager, Talent Development and Workforce Planning
FLSA Status:	Exempt
Supervisory:	Supervises employees who do not supervise.
Job Family:	Training & Development
Job Family Group:	Human Resources
Management Level:	5 Manager

JOB SUMMARY

Assists in establishing employee learning and development policies, procedures and processes and supports the planning and execution of the overall strategy for talent management, workforce planning, and succession planning for the university. Analyzes and provides solutions for organizational training and development needs; regularly reviews and updates succession plan strategies; and manages the employee learning and development portfolio of projects and programs. Collaborates with managers to integrate, develop, and evolve frameworks, to support employee development and career pathing, and helps to oversee implementation of the university's performance management platform.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Master's degree		Or
	X	Master's degree	Human Resources	Or
	X	Master's degree	Business Administration	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Communication	Or
	X	Master's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

Req	Pref	Work Experience	Experience Level	
X		7 years	experience in human resources, business administration and/or talent management.	
	X	10 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in human resources, business administration and/or talent management. Experience with performance management systems and tools.
X		Demonstrated expertise in training development strategy, approach, curriculum and frameworks.
X		Experience assessing and evaluating the effectiveness of instructional materials.
X		Strong project management experience, providing oversight from inception to delivery.
X		Experience in team management, providing feedback, assessment and encouragement to achieve goals and make positive change.
X		Demonstrated time management ability, prioritizing tasks and maintaining confidentiality of all clients and data.
X		Demonstrated excellence providing high level customer service.
X		Proven track record of building strong relationships with senior stakeholders.
X		Excellent written and oral communication skills.
X		Proficiency with Microsoft Office.
	X	Experience working closely with senior leadership and executives, identifying needs, developing action plans, identifying deliverables, and presenting results and recommendations.
	X	Excellent project planning and management skills and demonstrated ability to manage multiple workstreams simultaneously.
	X	Ability to identify knowledge and resource gaps, applying industry trends to create opportunities for development.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Chartered Institute of Personnel and Development (CIPD)
	X		Certified Professional in Learning and Performance (CPLP)
	X		Organization Development Certified Professional Program (ODCP)
	X	SHRM (Human Resource Certification)	
	X	Professional in Human Resources - PHR	
	X	Senior Professional in Human Resources - SPHR	

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Works collaboratively with key stakeholders to establish learning and development policies, procedures and processes. Supports the planning and execution of the overall strategy for talent management, workforce planning, and succession planning for the university. Accountable for identifying, developing, and implementing learning content, resources, and systems to ensure that employees have access to development resources. Regularly reviews and updates succession plan strategy as needed to ensure alignment with shifts in university strategies, priorities, and needs. Furthers departmental goals and objectives (e.g., workforce planning, compensation recommendations), reassessing priorities as appropriate to achieve performance objectives.				
Manages the employee learning and development portfolio of projects and programs as well as the development and implementation of instructional design curricula for instructor-led, web-based, and blended training. Facilitates and evaluates trainings to ensure curricula are delivered effectively in accordance with best practices. Measures effectiveness of learning and development initiatives and implements process improvements as necessary. Oversees curriculum and instructional design and related delivery platforms. Determines training timelines, resource needs, and essential curricula to meet specific organizational needs.				
Collaborates with department managers to integrate, develop, and evolve frameworks, architectures, and strategies to support employee development,				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
career pathing, feedback, future skilling and reskilling and determine pathways for success and retention of key talent. Analyzes and evaluates employee training and development needs, and implements and oversees standardized plans based on identified needs. Creates a continuous learning environment roadmap through the use of multiple platforms.				
Helps to oversee implementation of the university's performance management platform and creates applicable communication plans and training. Develops and manages program budgets and makes budgetary and resource allocations. Approves expenditures and budget adjustments within assigned limits. Provides financial projections and detailed status reports as needed.				
Coaches and develops learning and development team. Recruits, screens, hires, trains and directly supervises all assigned subordinate staff, evaluating employee performance and providing guidance and feedback. Counsels, disciplines and terminates employees as required. Manages work provided by third party outside vendors required to effectively complete assignments to established standards.				
Serves as the subject matter expert resource for HR partners for performance management, providing training, communication, and tools as needed. Maintains awareness and knowledge of current changes within legal, regulatory, and technology environments which may affect operations. Researches innovations and trends in learning techniques, technologies and practices. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.