DENVER
THE MILE HIGH CITY

Office of Human Resources
HR Learning and Development Manager - LH3208

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General Statement of Duties

Manage and create agency learning strategy that uses data and feedback while collaborating with DPL Leadership to drive talent management, employee development strategies, and training management.

Distinguishing Characteristics

This classification manages and creates agency learning strategies while collaborating with leadership specifically with Denver Public Library (DPL). This classification is distinguished from the HR Director, who leads the human resource function for an assigned agency. This classification is also distinguished from the HR Learning and Development Administrator who performs full performance learning and development administration in a human resources department to design content for employees and facilitators by evaluating organizational and city needs and strategic plans.

Essential Duties

Partners with Denver Public Library leadership to identify and develop the learning and development strategy for the agency.

Executes ongoing needs assessments of key capabilities and business gaps and leader competencies required to deliver business strategy.

Manages the design, launch, communication and sustainability of core leadership development programs and identifies existing resources from city created learning.

Manages all aspects of the vendor/contractor process, including RFP's, vendor selection, vendor management, and program design and program evaluation.

Collaborates assessment debriefing sessions in teams and individually from the suite of assessment offerings in the citywide learning and development strategy.

Manages the Learning & Development division's operating and personnel budgets by forecasting, managing expenses, and recommending budget amendments as necessary.

Collaborates with DPL Human Resources and with leaders to ensure learning and development strategy effectiveness and to achieve measurable business outcomes.

Assesses the quality and impact of learning and development programs and processes using best practice methods and tools. Identifies opportunities for continuous improvement.

Delivers key development sessions, such as Leader as Coach, Goals Orientation, New Leader Onboarding, DiSC, etc. in support of the learning and development strategy.

Assesses the quality and impact of learning and development programs and processes using best practice methods and tools. Identifies opportunities for continuous improvement of materials and delivery.

Oversees the management of organization-wide leadership training & development, in collaboration with the DPL Human Resources sub-division.

Identifies and assesses skill and competency gaps of the staff of the DPL Learning & Development team. Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employees; provides reward. This and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Analyzing and Interpreting – Analyzes complex information and applies expertise to produce high quality work products.

Creating and Innovating - Encourages and produces new ideas, approaches, and insights. Creates innovative products, programs and designs.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions why may include tough choices, after considering risks

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Relating and Networking - Easily establishes good relationships with customers, partners, and staff. Relates well to people at all levels; builds expansive and effective networks of contacts.

Knowledge & Skills

Knowledge of teaching, training, research, making presentations, lecturing, testing, and other instructional methods.

Knowledge of the principles and practices of adult training.

Skill in conducting needs assessment and gap analysis

Skill in effectively managing vendors.

Level of Supervision Exercised

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

Education Requirement

Bachelor's Degree in Business Administration, Human Resources, or a related field.

Experience Requirement

Three (3) years of experience at the type and level of functional or operational human resources management, which must have included management of professional individual contributors.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

For DPL Positions Specifically:

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Occasional pressure due to multiple calls and inquiries.
Subject to pressure for multiple calls, inquiries, and interruptions.

Level of Physical Demand

For DPL Positions Specifically:
1-Sedentary (0-10 lbs.) - 2-Light (10-20 lbs.)

Physical Demands

For DPL Positions Specifically:

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: Remaining in a stationary position.
Reaching: Extending the hands, arms, or other device in any direction.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means).
Fingering: Picking and pinching, through use of fingers or otherwise.
Talking: Communicating ideas or exchanging information.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Repetitive Motions: Making frequent or continuous movements.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Depth Perception: Ability to judge distances and space relationships.
Lifting: By Position, may move objects up to 10 pounds, or 10-20 pounds from one level to another.

Background Check Requirement

Criminal Check
Education Check
Employment Verification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: EX-14
FLSA Code: Y
Established Date: 8/1/2019
Established By: CW
Revised Date: 7/8/2026
Revised By: BM
Class History: 10/21/2021 - Equivalency revised; 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement; 9/8/24 – Revised Job Family/Job Code; 10/21/25 - Revised GSD, Distinguishing Characteristics, Duties and Competencies sections; 7/8/26 – Revised Experience Requirement.