

# Job Description: L&D Team Leader



Function:	Transversal Functions, PeopleCentre
Position:	<b>Learning &amp; Development (L&amp;D) Team Leader</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	Salford, UK

## 1. Purpose of the Job – State concisely the aim of the job.

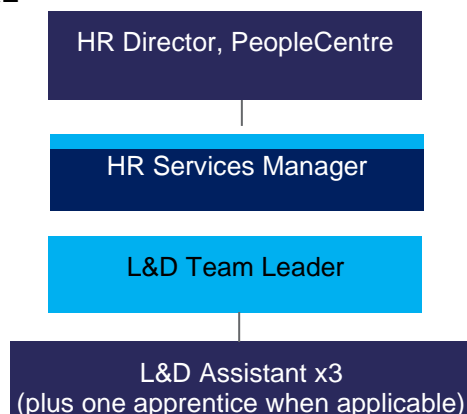
To lead Learning and Development Administrators to provide a customer focused, accurate and efficient Learning and Development administration and query handling service. Coordinate the team's daily tasks, identify opportunities for improving processes and ensure all work is completed within PeopleCentre agreed timescales. Manage L&D strategic change within the Learning Management System which will require working closely with the wider L&D stakeholder group.

## 2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics    ■    People Manager for 3-4 team members									

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

### ORGANISATION STRUCTURE



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensure implementation of initiatives in accordance with the agreed Central Learning and Development strategy
- Provide regular operational feedback to the HR Services Manager and Central L&D point of contact, escalating potential serious operational and customer issues as soon as they arise
- Act as escalation point for Learning and Development Assistants and L&D function, assisting with query resolution and case managing complex calls and queries
- All tasks and interactions related to delivering the service are completed according to the principles & practice detailed within the Information Security Policy and any other additional security requirements for specific customer groups
- Manage resources according to demands forecasting peaks in work volumes, rotating resources to meet demands, resolving queries within agreed SLAs and fully utilising the team during periods of low volume

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

Change:

- Be the first point of contact for Learning and Development initiatives involving administration
- Ensure implementation of Learning and Development initiatives which impact admin focusing on:
  - Communication
  - Training the assistants on the change
  - Overseeing the Implementation and LMS testing
- Identify better ways of working for the team and embed a culture of raising issues and continuous improvement within the team
- Support delivery of PeopleCentre strategy

People:

- Identify ways to motivate, engage and develop the Learning and Development Assistants, through designing development plans and through team huddles and regular team briefings
- Work collaboratively with other teams within PeopleCentre providing cover and support when necessary
- Build and maintain a strong and professional relationship with stakeholders, ensuring they are updated in a timely manner
- Completing team Aspire reviews, carrying out 1:1s, recruitment of new team members, new starter inductions and deliver necessary training to new starters

System Maintenance:

- Work closely with the HR Analytics team within PeopleCentre to provide regular and ad hoc reporting for applicable stakeholders
- Ensure use of and accurate maintenance of learning management systems – Cornerstone (Ingenium)

*Statements in this Job Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive*

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Deliver to KPIs
- Support delivery of Learning and Development strategy

- Customer focused service
- Strong team management skills

## 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

### Essential

- Can evidence experience of using and managing change within a Learning Management System (preferably Corner Stone)
- Experience in change management: project organization & planning, managing expectations, communication, upskilling teams, and escalating where applicable
- Experience of building strong relationships with multiple demanding stakeholders
- Ability to quickly adapt to changing priorities and strategy
- Experience of supervising a busy team
- Customer service focused and committed to providing a helpful, and responsive service
- Well organised with ability to work to tight deadlines
- Ability to understand, interpret and present complex data
- Strong reporting skills

## 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Focusing on Client & Customer	
▪ Strategy and implementation	
▪ Leading for excellence	
▪ Driving for Change	
▪ Personal and influencing skills	

## 9. Management Approval – To be completed by document owner

Version	3.0	Date	01/09/2019
Document Owner	Simon Jukes		