

**DEFENCE & GOVERNMENT SERVICES**

Job Description:

L&D Manager

|  |  |
| --- | --- |
| Function: | Defence & Government Services |
| Generic job:  |  |
| Position:  | L&D Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | HR Business Partner |
| Additional reporting line to: | L&D Team Leader |
| Position location: | Hestia South contract |
|  |
| 1. Purpose of the Job  |
| * To promote a learning culture within the Sodexo workforce by increasing the level of relevant skills and knowledge through the provision of a range of L&D activities to support the learning of our colleagues
* Grow excellent relationships between L&D and the business
* To understand Sodexo’s Quality of Life dimensions and to be able to articulate how our learning provision contributes to the Quality of Life for our colleagues and clients
* To drive L&D activities at site level
 |
|  |
| 2. Dimensions  |
| Characteristics  | * Delivery ratio maintained – at least 80% delivery in working month
* Evaluation scores at 95% or above
* Monitor H&S/Food safety compliance to 95%
 |

Draft. Version: 27-03-2014

|  |
| --- |
| 3. Organisation chart  |
|  |

|  |
| --- |
| **4. Context and main issues**  |
| * On occasion this role can mean working in a remote environment
* Lone working and self sufficiency
* Working across multiple locations and complex organisation structure and market segments
* Liaising with and delivering to multiple business stakeholders group
* Comply with all legislative requirements
* Adhere to any local client/key customer site rules and regulations
* Role model safe behaviour
* Travel and overnight stay may be required to undertake/deliver training and other business requirements
* Unsociable hours in line with business requirements maybe required
* Flexibility on work schedule and location maybe required
* Effective collaborative working with Sodexo external partners, DIO employees and MoD consumers and personnel, including CCM where appropriate who work on site
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
* To act as a site Subject Matter Expert (SME) where appropriate to offer guidance and support to the business
 |

|  |
| --- |
| 5. Main assignments  |
| * Consistent delivery of central L&D curriculum to the required standards
* Ensuring that any legislative qualification that is needed is met and kept current, accredited to deliver IOSH and food safety training
* Using/working with multiple learning technologies, including e-learning, blended programmes, virtual classrooms and social learning
* Manage and support the central schedule and delegate numbers to maximise delivery efficiencies
* Identify, manage and communicate with all required business stakeholders
* Work with L&D business partners to build excellent relationships in the business
* Work on specialised projects and support learning design when appropriate and if required
* Manage workload and planning to be as effective through delivery as possible
* Facilitation and coaching activities
* To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your EPA to discuss and agree job performance, objectives and development activities
* To maintain professional work standards at all times
* To care for all company equipment and ensure that any faults are reported appropriately
* Active involvement, promotion and support of activities aligned towards employee engagement
* Develop and maintain a positive internal and external network
* Continued professional learning and development in soft FM services
* To carry out any other reasonable tasks and/or instructions as directed by management
 |

|  |
| --- |
| 6. Accountabilities  |
| * Ensuring the learning environment and resources support learner needs including group management and individual delegate support. This will increase learners engagement, improve learning rates and grow L&D’s reputation
* Preparing the learning environment and resources, including setting up IT equipment where appropriate to support session structure, this will increase learner confidence through professional service delivery
* Delivering training programmes in both a formal (e.g. tutor led) or informal setting, supporting and coaching learners to deliver skills, including utilising learning technologies with credible leadership capability to meet all learning needs
* Evaluating the effectiveness of training programmes and learning outcomes to evidence success factors and address shortfalls
* Liaising with partners (e.g. external course providers, employers, examining bodies) and developing peer networks to fulfill the skills needs where appropriate and keep skills delivery current and accurate
* Maintaining appropriate records of learner development and resource allocation to allow tracking and evidence of training

**Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of teams. The role holder will lead by example and champion effective communication.

**Risk, governance and compliance*** The role holder will support the business in identifying risks and the adherence to policies and procedures.

**Financial management*** The role holder will work within budgetary controls.

**Relationship management client and team*** The role holder is responsible for managing, developing and maintaining strong business relationships with all stakeholders. The role holder will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across the business including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards.

**Continuous development*** The role holder will be responsible for the continual development and improvement of all L&D activity.
 |

|  |
| --- |
| 7. Person Specification  |
| **Essential:*** Significant experience in L&D/HR, ideally holding training qualification or CIPD
* Good project management and planning/organisation skills
* Able to relate to others and build rapport
* Able to operate with multiple reporting line and manage multiple priorities
* Contribution toward development of strategic planning and tactical actions for both current and future needs
* Proficient in development of meaningful reporting to provide value added information that allows the business to form decisions from and to take action
* Ability and willingness to work under pressure, to tight deadlines balancing conflicting priorities and requirements
* Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
* Ability to make independent decisions
* Able to work on own initiative within a team environment
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions

**Desirable:*** Strong commercial and business understanding gained within matrix style organisations, dealing with other internal teams to provide a seamless service to the business through collaboration
* Ability to negotiate and collaborate with a complex range of stakeholders within the segment
* Experience of working within military environment
* Previous experience in working in a similar role
* Health and Safety qualification equivalent to IOSH managing safely
* Food safety qualification equivalent to CIEH level 3
 |

|  |
| --- |
| 8. Competencies  |
|

|  |  |
| --- | --- |
| * Growth, client and customer satisfaction, quality of services provided
 | * Industry acumen
 |
| * Rigorous management of results
 | * Analysis and decision making
 |
| * Leadership and people management
 | * Planning and organising
 |
| * Innovation and change
 | * Employee engagement
 |
| * Brand notoriety
 | * Learning & Development
 |

 |

|  |
| --- |
| 9. Management approval  |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Version | 1 | Date | 1 March 2017 |
| Document Owner | AH |

 |