

Job Title:	Learning and Development Operations Manager
Reports to (job title):	Associate Director of Learning and Development
Line Manager to:	TBC

Job purpose

This is an exciting leadership role within TLE, with responsibility for the design and control of Learning and Development operations to ensure streamlined delivery of learning services.

This role will work closely with the TLE Senior Leadership Teams, Business Unit Heads and Services Leads in HCRG Care Group and in partnership with other key stakeholders to develop and enhance our learning and development operations to ensure efficient operational processes and systems are in place to achieve objectives and enhance performance.

Base

Office Base: Regional office. Hybrid working with regional and national travel as required.

Key responsibilities

- Lead, develop and mentor colleagues, fostering a culture of accountability, collaboration, and high performance and support effective succession planning.
- Modelling a collaborative and influencing style of working, negotiating with others to achieve the best outcomes.
- Promote an inclusive and engaged workforce, ensuring a positive and productive working environment.
- Responsibility for building and maintaining relationships with key stakeholders internally and externally.
- Ensure excellent customer service standards across learning and development operations, identifying ways to increase quality of customer service and implement best practices across all levels.
- Senior representation on behalf of TLE and HCRG Care Group at internal and external regional and national meetings and forums where appropriate.
- Responsibility for the efficient functioning and development of the Learning Management System, maximise system functionality and identify and implement system improvements and ensure effective governance.

- Maintaining knowledge of current trends, best practice and standards in learning and development operations and learning management systems.
- Responsibility for the quality assurance policy, processes and governance for all Learning and Development interventions and LMS.
- Co-ordinate TLE policy and process developments, implementation, updates and sign off including L&D policy TNA process and TLE Business continuity plan.
- Co-ordination of department performance data, KPIs, feedback and evaluation data and insights to support effective data led decision making and improvement planning.
- Monitoring of operational KPIs and ensure operational KPIs are met and exceeded, driving efficiency, accuracy, and service excellence.
- Develop, implement and improve operational management systems, processes, procedures, policies and best practice to support productivity and efficiency.
- Identification and management of quality standards across learning and development operations.
- Planning and assigning workflows.
- Formulate and deliver strategic and operational objectives.
- Ensure timely data submission.
- Co-ordination of complaints and feedback process ensuring appropriate response, investigation, escalation and audit.
- Responsibility for customer contract management, ensuring our contractual obligations to customer are met or exceeded.
- Contract management of suppliers ensuring maximum contract provision and obligations are achieved.
- Oversee the co-ordination of the TNA process and funding, external funding scoping and receipts, and revenue across TLE.
- Collaborative working with the TLE SLT to set the strategy for the department and agree strategic objectives, KPIs and project workstreams.
- Developing reports, analysing information and undertaking effective data lead decision making.
- Fostering innovation and excellence in the team, identifying improvement opportunities and developing business cases and options appraisals which clearly articulate the case for change.

- Implementing new, effective and efficient ways of working.
- Personal commitment to continuous self-development and service improvement.

Person Specification

Essential

- Educated to Degree level in Business, Operations Management or a related field.
- A valid driving license and access to a vehicle are required for this role.
- Proven work experience as Operations Manager or similar role in a learning and development or education provider setting.
- Recent people / line management and leadership experience and experience of managing remote teams across a wide geographical footprint.
- Exceptional leadership, coaching, and team development skills.
- Experience of objective setting and managing performance of individuals and teams.
- Evidence of continuing professional development.
- Proven ability to manage resources effectively and experience of budgeting and forecasting.
- Experience of facilitating change.
- Experience of developing and implementing policies and procedures.
- Understanding of strategic planning processes, continuous improvement methods and tools and change management principles.
- Excellent critical thinking and problem solving skills and analytical thinking capabilities.
- Experience of partnership working with a wide range of internal and external stakeholders fostering positive collaborative working environments.
- Evidence of highly developed written and oral communication skills.
- Ability to work independently / manage own time efficiently.
- Excellent communication skills across a range of professional groups and stakeholder management abilities.
- Excellent organisational skills and knowledge of organizational effectiveness and operations management.
- Advanced IT skills and proficiency including experience and confidence in using IT systems and applications including Microsoft Office suite and Excel.
- Advanced proficiency in using Learning Management Systems (LMS).

- Experience of building, implementing, improving and managing Learning Management Systems and their functionality.
- Experience of data analysis and using data analytics tools.
- Experience of developing business cases and improvement plans.
- Experience of supplier contract management.

Desirable

- Project Management Qualification
- Experience of managing and delivering change projects.
- Coaching Qualification
- Leadership / Management Qualification
- Previous experience and a detailed knowledge of the health and social care workforce and professional training, education and development routes