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| **JOB DETAILS** | |
| **Job Title:** | **Learning & Talent Experience Manager** |
| **Function: Department** | **HR** |
| **Location:** | **Milton Keynes** |
| **Reporting to: Reporting To** | **Director of Learning & Talent Management** |
| **Effective Date: direct Reports** | **25.6.25** |
| **Financial Scope/Operating Budget/Revenue (P&L) (If Applicable)** | **Budget of ~£75k per annum direct management and indirect influence over functional budget spend also** |
| **Old DPG Grade/New DPG Band:** | **E (estimated – TBC at grading review)** |

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| JOB PURPOSE & RESPONSIBILITIES |
| **Job Purpose:**  This role will be tasked with the support of creating a brilliant overall learning & talent experience for Domino’s Support Office and Supply chain colleagues as well as collaboration with the Stores learning agenda as opportunities arise. This role will work closely with other Learning & Talent team members to understand learning needs and support the creation and sourcing of focused learning and talent resources and programmes using a variety of approaches, assets and technologies. In particular supporting the effective use and ROI of a self-serve learning content platform and launching and managing the LMS for the support office and supply chain.  The role will also have key accountability for how we communicate to our colleagues about our learning to drive awareness of relevant learning resources and support easy access, use and application using analytics and insight to help shape our learning offer and approach. The role be key in understanding evolving learning trends and ways of working to ensure our learning offer meets changing learning needs and maxmises the role of technology in creating a positive experience.  Longer term this role may look at how we service functional learning needs via functional academies. |
| **Key Responsibilities/Job Tasks:**  Please list the most important responsibilities (with a breakdown of Frequency against each e.g., sometimes, often, considerable etc).   * Diagnose and analyse Leadership, transferable skills and broader development needs across the organisation (specifically Support Office and Supply Chain audiences) working in partnership with stakeholders at all levels of the organisation to support both business goals and individual career growth and tied to the Domi DNA (competency framework). * Create, curate and communicate learning and talent resources for both one off and on-going needs that support professional growth, foster leadership capability and readiness for future roles across all levels of the organisation. * Partner with the Talent & Performance Manager to connect learning resources and build assets to support talent gaps and priorities at all levels across the organization determining which assets and content should be built and maintained internally vs external investment. * Use learning and graphic design tools to deliver high quality content and resources for learning and talent in both online and soft / hard copy formats ensuring optimum user adoption and engagement and in line with Domino’s brand standards. * Ensure a modern and positive learner experience: Use expertise to source and leverage appropriate technology to tailor learning and harness the power of AI. * Support the sourcing and launch of an LMS and ongoing platform learning architecture in partnership with the Leadership development & learning manager. * Track learning resource and system usage across our colleague populations, analysing the effectiveness of approaches and recommending new approaches to maximise our investment in content and platforms working in close partnership with the HRIS and People Admin Manager. * Develop an integrated, sequenced and inclusive communications plan for the roll out and ongoing promotion of learning and talent content connecting with L&D and Talent colleagues, our DPG Communications lead and relevant stakeholders. * Act as a key member of the wider HR function, participating in functional projects and initiatives and ensuring the learning and talent agenda communications and colleague touch points reflect our EVP, Employment brand, Domi DNA competencies and DEI ambitions. * Develop and leverage internal and external networks to source innovative learning and talent practices, and methodologies that can benefit DPG colleagues and enhance the overall colleague experience. |

The following sections consist mainly of a series of questions related to specific skills/job requirements. You should focus on the role rather than the individual when considering the most appropriate answer and should base the response on what you consider to be the normal features of the job which are typical of the job and its usual working conditions over the year.

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| **SKILLS & JOB REQUIREMENTS (Please complete where applicable)** |
| **Strategic Responsibility**  Please provide details of the level of responsibility the role has for setting strategy: (Please indicate if a role has accountability for setting or inputting into a specific strategy e.g., a Functional Strategy, please confirm if it is Significant)  This role will determine learning content strategies for leadership, talent and personal proficiency skill programmes and to support the delivery of our overall business strategy. They will also have input into the Learning & Talent strategy and by default the overall People strategy. |
| **Business Knowledge**  Please provide details of how much business knowledge the role requires as a minimum requirement i.e. how much internal knowledge of the business is required, and how much if any external commercial awareness is required? Which teams does the role work closely with?  The role requires an understanding of commercial drivers and KPIs and the ability to connect these to skills and behaviours with appropriate learning content and methodologies. The role holder will be required to understand commercial contracts and engage and negotiate with suppliers on commercial terms and agreements for one off and longer-term partnership and licensing agreements. To deliver appropriate learning solutions the role holder needs to understand the desired business outcome so will require core business and commercial understanding. |
| **Problem solving**  Please provide details of how the role resolves problems/issues on a daily basis: e.g. Does the role use straightforward common sense? Does the role make straight forward judgements and is guided by precedents? Does the role evaluate multiple sources of information in complex or novel situations? Does the role use other skills for problem solving? Does the role require advanced analytical thinking to develop innovative solutions to problems?  This role will require developed problem-solving skills to understand business strategy and challenges and translate these into learning solutions so will require developed analytical and problem-solving skills using multiple sources including both factual data and opinion. The role holder will be required to evaluate options to determine the best solution and review impact and learner engagement insights to overcome challenges and ensure desired outcomes are achieved. |
| **Decision making**  What level of **decision making** is required of the role and on what decisions does it impact? E.g., there is little requirement for decision making in the role, or role makes decisions within defined procedures, or r, or role makes decisions within broad business guidelines where there are few or no policies available.  The role holder will need to be able to operate independently within a defined scope of responsibility but will need the ability to take into account multiple viewpoints and options. This will impact on direct budget spend and allocation and also significant amounts of opportunity time from both colleagues and leaders across the organisation engaging with learning interventions and resources. Some decisions will be within defined criteria such as renewal of contracts / suppliers etc, others will be without precedent where there is not policy available and could be unique or one-off solutions and decisions. |
| **Communication**  Please outline the type of communication skills required: e.g., is basic common courtesy required, or regular exchange of factual information, or are influencing or negotiation skills required as an essential requirement of the role?  This role will require developed levels of communication and influencing. Working with stakeholders the role-holder will need to build relationships, use questioning and information seeking techniques and influence as to recommend solutions and approaches, often with stakeholders more senior than themselves. The role-holder will require the ability to present and facilitate confidently to both internal and external audiences. |
| **Innovation**  To what extent does the role contribute to and manage change, e.g., suggest improvements to products/processes or contributes useful ideas or regularly recommends improvements on existing procedures and quality within own area, or develops/adapts new existing processes for increased quality/efficiency or continuously searches for improvements in techniques which add value to the business and has full responsibility and accountability for implementing these.  This role will contribute significantly to change, both directly introducing new and innovative learning resources, content and methodologies within the learning and talent function and by supporting business change and transformation projects with capability solutions. As this is a new learning offer to Domino’s the role-holder will require creativity and innovation skills to design an offer aligned to organisational and individual learner needs. As learning technology and approaches continue to change, this will be a continuous requirement of the role. |

Please summarise the levels of minimum education, knowledge, skills and experience this position requires (e.g., if you would be recruiting to fill this position, what aspects of background or knowledge would you expect a successful job applicant to have?)

Note: This may differ from the current job holder’s own skills and experience

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| JOB SPECIFICATION | |
| 1. Professional Qualification(s) | CIPD, ILM, coaching or other learning related qualifications useful but not essential if the role holder can demonstrate on the job experience. Qualifications and / or experience in learning design tools such as articulate, Rise and basic graphic design useful. |
| 1. Knowledge | Knowledge of learning systems, content providers and platforms and learning design and curation key to the role along with data connectivity requirements to HRIS.  Familiarity with emerging technology including awareness of AI with a view to delivering a modern learning offer and experience  Knowledge of the stages of the learning cycle and key factors that influence success at each stage  Knowledge of learning design – workshops, e-learning and other resources and how they connect to create a total learning offer and experience  Knowledge of evaluation methodology and approaches to review impact of programmes and investments  Knowledge of blended, bitesize and flexible learning approaches  Awareness of sustainability factors within learning  Knowledge of High Performing Teams methodologies and approaches  Knowledge of DEI principles and inclusivity in learning design, delivery and resources  An awareness of retail / QSR environment is advantageous |
| 1. Skills/Ability | The following skills and abilities are key for this role:   * Learning diagnosis * Learning design * Learning Facilitation and Delivery both in person and virtual * Coaching * Inclusive style * Analysis and Problem-solving including data analysis and reporting * Commerciality * Influencing and negotiation with strong stakeholder management skills * Supplier and budget management * Drive for results * Resilience * Innovative and creative thinking * Confident with learning technology * Project management |