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| **JOB DETAILS** | |
| **Job Title:** | **Leadership Development & Learning Manager** |
| **Function: Department** | **HR** |
| **Location:** | **Milton Keynes** |
| **Reporting to: Reporting To** | **Director of Learning & Talent Management** |
| **Effective Date: irectReports** | **1.11.24** |
| **Financial Scope/Operating Budget/Revenue (P&L) (If Applicable)** | **Budget of ~£100k per annum direct management and indirect influence over functional budget spend also** |
| **Old DPG Grade/New DPG Band:** | **E** |

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| JOB PURPOSE & RESPONSIBILITIES |
| **Job Purpose:**  This role will be tasked with the development and delivery of a new leadership and learning offer for DPG Support Office and Supply chain colleagues that aligns to organizational priorities and provides a high quality and engaging learner experience. The role will have accountability for diagnosing leadership and transferable needs both for an initial offer, and an ongoing basis for creation and sourcing of focused learning resources and programmes. The role will also play a role in overseeing the sourcing and deployment of coaching and mentoring solutions for the organisation at both individual and team development levels including selection and application of appropriate psychometrics, assessments and tools to drive high performance and engagement. |
| **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, coaching and team 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. * Create and evolve learning pathways and design programmes 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 use talent assessment frameworks for the identification of leadership and critical skill gaps and development opportunities and create and source solutions to ensure that there is a strong pipeline of future leaders. * Ensure a modern and positive learner experience: Use expertise to source and leverage appropriate technology to tailor learning and harness the power of AI and support the sourcing and launch of an LMS and ongoing platform learning architecture. * Understand need and source and develop solutions for coaching and mentoring ensuring both cost effectiveness and sustainable impact from this investment. * Develop a plan for Team effectiveness methodology including the identification and support of facilitators and psychometrics / assessment tools as needed. * Measure and evaluate the effectiveness of learning resources initiatives, continuously striving for improvement. * Develop an integrated, sequenced and inclusive communications plan for the roll out and ongoing promotion of Leadership Development and learning solutions working in partnership with the Communications lead and relevant stakeholders. * Partner with the Talent & Performance Manager and People partners to develop resources and interventions to grow the required management skillsets that will underpin an effective and engaging approach to performance and talent. * Act as a key member of the wider HR function, participating in functional projects and initiatives and ensuring the Leadership and learning agenda reflects our EVP, Employment brand, values and competencies and DEI ambitions. |

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 strategies for leadership and personal skill programmes and resources to support the delivery of our overall business strategy. They will have significant input into the Learning & Talent strategy and by default the overall HR 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 and differentiating leadership traits. 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 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 and programmes 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 in psychometric and team building tools such as Insights, Strengthscope, MBTI, Hogan etc useful. |
| 1. Knowledge | Knowledge of leadership approaches, styles and models and practical application experience.  Knowledge of competency frameworks and connectivity to learning and talent agendas  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.  Knowledge of evaluation methodology and approaches to review impact of programmes and investments.  Familiarity with Learning platforms and emerging technology including awareness of AI with a view to structuring a learning offer and driving positive learner experience.  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 |