

Job Description

Learning and Development Manager

Charitable Operations

Purpose of the role

To lead the operational Learning and Development department in championing the delivery of a customer service culture through the effective design and delivery of industry-leading training, coaching and communication solutions within our customer contact centre.

Key Accountabilities

Champion the delivery of high quality customer service

- Develop the strategy, tactics and tools needed to ensure that an ethos of delivering the highest quality customer service is at the heart of everything we do.
- Work closely with stakeholders to identify priorities and develop solutions that focus on changing behaviours and mindsets to embed a customer-centered culture.
- Use customer feedback and management information to identify areas where customer service can be improved and develop potential solutions, for example, root cause analysis of complaints, customer satisfaction scores and staff survey results.
- Develop technology-based solutions to better understand the beneficiary experience, and target coaching and training solutions to meet their needs.

Training, development and coaching

- Oversee our Training Team, who design, deliver and facilitate effective new entrant system, process and customer care skills training and development solutions to meet stakeholder needs.
- Oversee our Quality and Coaching team who, through our quality monitoring framework and coaching of our operational teams, ensure that day-to-day interactions with our customers deliver high levels of customer service.
- Work closely with the Head of HR to ensure that the development priorities of Charitable Operations links clearly with the organisation's learning and development strategy.
- Act as a coach to support management colleagues in their own personal development.

Knowledge management and communications

- Lead in the development and delivery of effective communication channels within Charitable Operations.
- Oversee the Knowledge and Information Management Specialist, who ensures that all our internal and external knowledge sharing tools contain up-to-date and relevant information to support our teams and customers.
- Work closely with the Head of Communications and their teams to develop Charitable Operations' content for the intranet and website.



Project and people management

- As a member of the Charitable Operations senior leadership team, you will act as a key stakeholder in company-wide project teams.
- Ownership of various projects that support in the delivery of Charitable Operations' strategic goals and objectives.
- Lead a department of learning and development specialists – inspiring them to provide industry leading learning and development interventions and solutions.
- Be a role model of our values and behaviours – reinforcing these within your department and across the business.

Experience and Track Record

Essential:

- Management of Learning and Development teams in a customer-centered organisation or contact centre environment.
- Delivery of quality assurance or service improvement initiatives.
- Experienced trainer, facilitator or coach.

Desirable:

- Experience working in a grant-making charity.
- Experience of working in the disability sector or lived experience of disability.

Capabilities Profile

Customer Focus

- Be a strong customer voice within the business, explore all options and challenge the status quo.
- Demonstrate a clear commitment and passion for high quality customer service.
- Do what is right for our customers, acting as a moral compass for others to follow.
- Treat customers as individuals and have them at the forefront of all decisions.

Change Management

- Able to develop and clearly articulate a long-term vision for Learning and Development and gain buy-in from key stakeholders for the roadmap to achieve this vision.
- Works closely with key stakeholders to ensure a focus on key priorities that deliver against our strategic goals and objectives.
- Ability to influence key stakeholders and build convincing arguments to enact change.
- Continually identify and put in place improvements to the way we work.
- Ability to take ownership of projects and initiatives; overcoming problems, being decisive, getting the buy-in of others and making things happen.



Reporting line

Reports to: Director of Charitable Operations.

Key Interfaces:

Direct Reports - One Training Manager (with a team of three trainers and one Knowledge and Information Manager Specialist) and one Quality and Coaching Manager (with a team of eight coaches).

Key Stakeholders - Charitable Operations management team, Human Resources, IT, Marketing and Communications departments and the Change Management team.

Resources, scale and scope of role, location and any travel factors:

- The role is part of the Charitable Operations senior leadership team and will act as an ambassador of the directorate across the business and to external stakeholders.
- Motability's offices are based in Harlow, Essex. We offer both blended and flexible working arrangements which can be discussed as part of the application process. It is expected that the role will be required in the office two-three days per week.

