**About the role**

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| **Role**  Customer Services Training Development Manager | **Location and hours**  Six months FTC/Secondment  Bristol. 35 hours per week  Minimum three days per week in the office, travel to Edinburgh or London sites occasionally |
| **Band**  Management track: Senior Expert | **Salary**  Circa. £50k plus benefits |
| **What you’ll be doing**  This role provides the opportunity to work with and lead our Training and Communication Content Design, Resource and Support Co-ordinators, and Training Delivery teams to create engaging and compelling training and communication content and the training programme for our employees and partners. So, they have the knowledge, skills, and behaviours to provide excellent service to Scheme customers.  You’ll manage direct reports and work with the wider Customer Services Training and Communication and L&D Department management team.  You’ll proactively build relationships with stakeholders to ensure strategic alignment, understanding their challenges, priorities, performance gaps and future changes, and how we can find the right solutions to deliver against these.  You will provide direction to the team as they work with stakeholders to scope, create and deploy communication and training content across all end-to-end journey touchpoints using different delivery methods.  You’ll identify opportunities and solutions where effective content, new tools and technologies that help drive and improve operational performance, service, user experience and minimise effort.  You will co-own the platforms and tools that we use for deployment of communication and training, working with the team and our external suppliers to ensure alignment with our roadmap.  You will drive a holistic and joined up approach that enables a multi-purpose, multi-channel, and multi-media approach to deliver consistent, accurate and up-to-date content for a range of audiences.  You will develop the team’s capability including knowledge and skills across  user experience, accessibility, multi-media, tone of voice, communication, and training design and delivery principles, ensuring they meet high quality standards. You’ll encourage the team to look for continuous improvement opportunities while meeting the ongoing content needs of the business.  You will collaborate with the other team managers to oversee the workflow and resource planning within the team ensuring the right work is briefed, governance and key controls are in place and that work is delivered on time and meets high quality and accessibility standards.  You will have overall accountability for the business impact for the solutions we deliver. You will lead the team to collate qualitative and quantitative data to evaluate and measure the impact of communication and training, sharing insights into trends and opportunities with Customer Services teams to support continuous improvements.  You’ll own and establish strong relationships with our suppliers to deliver robust and effective solutions that align with our roadmap and business objectives, on time and on budget. | |
| **About you**  You’re passionate about the role that quality communication and training content plays in developing peoples’ skills and abilities to excel in their roles.  You enjoy collaborating with multiple clients and stakeholders making sure they’re delighted with the support they receive and the impact you and the team make.  You embrace change i.e., innovative technology, ways of working etc. and you’re motivated by exploring ways of delivering value and impact across the business.  You explore and challenge what good looks like and you’re influential when sharing with others.  You’re comfortable leading teams to find trends, influence change and drive improved customer outcomes.  You can manage your own time and workload, and you have strong attention to detail.  You operate with a high degree of integrity and accountability.  You’re interact confidently with leaders and managers across the business.  You’re committed to personal and professional development, self-directed learning, improvement and staying up to date with industry trends and maintaining best practices. | |
| **Minimum criteria**  Proven experience of driving and delivering blended learning programmes, working across a range of interventions such as online e-learning, assessment questions, virtual and in person facilitated sessions and learning management systems informed by understanding business needs.  Experience in direct people and performance management.  Leadership and development of a team.  Experience of managing accountabilities that deliver great outcomes for customers, partners, and the business.  Excellent communication, tone of voice and the ability to tailor content for the relevant audience and can take complex information ranging from business changes to key partner information and turn into clear, engaging, and accessible content.  Creative problem solver with a track record of producing and deploying engaging and effective content.  Experience of building, managing, and influencing stakeholder and supplier relationships enabling you to understand their needs, identify, challenge, and recommend suitable solutions and the benefits, manage expectations, and provide a quality service delivery.  Experience of measuring and evaluating content effectiveness to gain insights into trends and knowledge gaps to support continuous learning improvements.  Evidence of strong organisational, project, time, and budget management skills to define, prioritise and deliver to deadlines and on budget.  You have a Bachelor’s degree in HR, Business, Education or related field.  You’re proficient and experienced in MS Office and Learning Systems (LXP/LMS).  **Desirable criteria**  Good understanding of, or recognised qualification, in instructional design and training outcomes.  Good understanding of, or qualification in, accessibility principles and user experience design.  **Who you’ll be working with**  You’ll be part of the Customer Services Ops L&D team, reporting into the Training and Communications Department Lead. Our team delivers a wide range of communication, training, coaching and Quality Assurance (QA) activities. We collaborate with stakeholders across Customer Services, Commercial and the wider business to deliver communication and learning and development support to our operational customer facing employees and dealer partners.  Whether you work in the sales team at a car dealership or a customer facing role here at MO, having the right skills and knowledge are an essential part of the formula for delivering excellent customer service. | |
| **We’re Motability Operations** | |
| **About us** We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 800,000 people get on the road.  We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. | |
| **What we do**  We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.  At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around over 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.  The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. | |
| **How we work**  We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.  We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.  **Our beliefs and values**  We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.  We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.  Our values are at the heart of everything we do:   * We believe no one should be left behind à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à We care | |
| **What we can offer you**   |  |  | | --- | --- | |  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance | |  | **Holiday**: 28 days, and you can buy and sell days | |  | **Pension**: 15% non-contributory pension (9% during probation) | |  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you ~~a~~ peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme | |  | **Development**: A library of internal training on our myLearn platform | |  | **Family friendly**: We have competitive family leave policies | |  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access | |  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly | |  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers | |  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office | | |