

Role: Learning Delivery Manager

Team/Location: Services – Plymouth / Hybrid

Reporting to: Senior Learning Delivery Manager

Job Level: 3

Purpose...

To take a leading role in implementing processes that enable the seamless delivery of blended, programmatic learning experiences. Through outstanding customer service, strong relationship-building, and meticulous attention to detail, you will be instrumental in delivering impactful learning to some of our largest global clients across our services department.

You will lead and manage a team to consistently deliver a high-quality, efficient administrative service that meets and exceeds service level agreements (SLAs) and key performance indicators (KPIs). With a focus on operational excellence, you'll drive process improvements, ensure complete data accuracy, and produce insightful client-facing reports that support strategic decision-making.

You will be...

Someone who can quickly establish strong working relationships with client contacts, managers, learners, and Hemsley associates. Your ability to confidently manage often complex pieces of work and knowing the correct channels to call upon for support and guidance when required will be key to meeting the expectations of this exciting role.

A role model for Learning Delivery Supports with a keen passion for the Services function. You will embody the Hemsley values and successfully contribute to providing our clients with the most engaging and transformative experiences possible at every step of the learning journey.

Someone who is a natural communicator, proactive in your approach and enjoy taking ownership in all areas of your role with the confidence to make decisions when needed. You thrive on autonomy and deliver excellent customer outcomes in an often fast-paced environment, whilst getting satisfaction from seeing things through, and creating lasting relationships along the way.

Regularly demonstrating the ability to manage large volumes of programme delivery, confidently liaising with various workstreams to provide a high standard of learning experience.

The first point of contact for our client's operations team, handling their queries effectively whilst representing the Hemsley brand. You will take ownership of your workload and provide support to Learning Delivery Supports and Admins who make up the account teams.

Someone who is highly proficient in Excel, PowerPoint with an ability to bring data to life, demonstrating insight and adding value to our clients by addressing the 'so what' and 'what next'.

You will have...

- An exceptional customer service approach and excellent business communication skills.
- The ability to engage positively and effectively with others, including in a business-to-business environment.
- Demonstrable experience and passion for data storytelling and continuous improvement.

- Proven ability to lead a team in a service delivery role to meet agreed service performance measures, recognising and addressing any challenges in a timely manner.
- A growth mindset and positive solution approach to customer challenges, change and a large, varied workload, with the ability to problem solve in the moment.
- A variety of administrative experience, ideally in a business-to-business environment, and proven ability to plan and organise effectively including motivating and mobilising a team to deliver results.
- High levels of attention to detail and care for the accuracy of your work and experience of leading and coaching your team to have the same attributes.
- Exceptional time management skills demonstrated through the ability to multi-task, manage multiple relationships and prioritisation abilities.
- Demonstrable knowledge and confidence in articulating the Hemsley proposition with the ability to identify growth opportunities.
- Proven experience managing numerous complex client operations simultaneously and at pace. Demonstrating an ability to manage the conflicting client demands effectively and collaborating with lines of support as and when required.

Success in the role is...

- Excellent 360 feedback from the Customer Experience and Sales team.
- Team and individual delivery of SLAs/KPIs.
- Accuracy of reporting and tracking, ensuring delivery to pre-agreed margins.
- Positive behaviour and approach.
- Demonstration of Hemsley Fraser Values.
- Accuracy of reporting and tracking, ensuring delivery to pre-agreed margins.

Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for always achieving role specific Key Performance Indicators (KPIs).

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g., Customer/ Financial/Internal/Qu ality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
Ensure accurate capturing and submissions of all delivery related invoices. Tracking margins and reporting to Customer Success Managers and/or account owners	Internal	Growth	<ul style="list-style-type: none"> Review all invoices when set up with that target of 100% of sales invoice fee notes are submitted accurately on a monthly basis by the last working day of each month for that month limiting number of credit notes being raised. Ensuring accounts operating at or above 52% margin 	Monthly	
<p>Ownership of processes supporting the administering of large volumes of delivery.</p> <p>Establishing ways of working with client operations teams and supporting and upskilling the HF account team of CSS and CSA.</p> <p>Providing best practice advice to client to ensure highest level of delivery standards.</p>	Internal	Stability	<ul style="list-style-type: none"> Act as point of contact for the Executive Client Partners/Client Partners/Project Managers to set up and integrate new projects process aligned to departmental practices. Ensure internal client delivery team (CSS/CSA) are meeting client SLAs - 95% of responses to customer requests are managed to the contractual deadlines set out with clients (e.g. 24 hours, 48 hours) Ensuring optimum occupancy levels across sessions helping to limit events being cancelled as a result of lower than minimum numbers required. 	Monthly	

<p>Support in data gathering and playing a key role in presenting detailed insight in account review meetings and across account lifespan.</p>	<p>Customer</p>	<p>Growth</p>	<ul style="list-style-type: none"> • Accurate capturing of L1 evaluation data • Engagement levels aligned to client objectives and sustained across contract. • Regular review of working practices reviewed with client. • Data sets to be complete and accurate to a 98% tolerance • MI's to be produced on time and accurately • Data sets for QBR's to be produced on time to allow for collaboration with Success team, Supply Chain & Apprenticeships (where applicable), run throughs and sending pack s to clients ahead of time 		
<p>All direct reports to have continuous ongoing performance conversations to include performance against KPIs, Objectives and HF Values and a wellbeing check-in.</p>	<p>Internal/Quality</p>	<p>Stabilise/Diversify for growth</p>	<ul style="list-style-type: none"> • Direct reports to have clear KPIs and objectives, with objectives agreed and set out in the Performance Enablement system each quarter. • All team members to have regular (at least monthly) one-to-ones with their manager which include conversations about KPIs, Objectives, HF Values and Wellbeing and relevant sign posting as required. • Monthly 121s to be documented, stored confidentially, and shared with the team member each month. • 100% of absences logged in the HR system within 24 hours of start of absence and return to work interviews conducted within 24 hours of return date on all occasions of absence including an update to the absence record. • PDPs & PIPs in place where required Monthly. 		
<p>Accurate and complete invoicing within 90 days of event deliveries for your portfolio of clients</p>	<p>Financial/Internal/Quality</p>	<p>Revenue</p>	<ul style="list-style-type: none"> • Own clients have no outstanding un-invoiced or cancelled fee notes over 90 days on either un-invoiced report or reconciliation report • Review of both reconciliation and un-invoiced reports monthly to measure 	<p>Monthly</p>	<ul style="list-style-type: none"> • Where no supplier invoice is received within set timeframe • Where invoices are in query with supplier Reconciliations not issued to support

Achievement of SLAs for your client/s on a continuous basis and in line with agreed timeframes and expectations	Quality	Retention	<ul style="list-style-type: none"> All SLA's that fall under the remit of Customer Delivery to be met This will be defined by each individual clients SLAs 	Monthly	<ul style="list-style-type: none"> Where volume of work is over 15% higher than expected volumes
Enable sustainable ways of working	Internal	Efficiency	<ul style="list-style-type: none"> No single points of failure to exist on any client accounts. Cross training of all team members, to include training Team Leaders on MI's 	Monthly	<ul style="list-style-type: none"> None