

Role Profile: Head of Managed Learning Service Delivery**Team/Location:** Managed Learning Services / Saltash**Reporting to:** Customer Relationship Director**Job Level:** Level 1**Purpose...**

To deliver a market-leading managed learning service (MLS) for our clients through an impactful leadership approach, creating an environment that develops and empowers people for success.

The role is focused on ensuring service excellence that delivers an exceptional client experience at every touchpoint, establishing lasting customer loyalty that generates growth and drives increased capability globally.

A strategic senior leader role providing thought-leadership and customer insight that helps shape the MLS proposition and future-proofs its continued relevance.

The role is to...

- Create an environment that develops and empowers our people to deliver outstanding service excellence and exceptional client experiences at all touchpoints
- Collaborate with colleagues and clients, establishing and continuously developing an operational framework for service delivery locally and globally
- Deliver consistent best practice approaches across the Group, ensuring clients experience the best we have to offer, wherever they are, whenever they need it
- Contribute to the delivery of strategic business goals, providing thought leadership and customer insight that helps shape the ongoing evolution of the MLS proposition, future proofing the service to ensure continued relevance and suitability for the latest learning trends
- Be responsible for a large, multi-functional team, continuously developing the capability of the MLS delivery team to create an environment of empowerment and high performance
- Be client facing in both business development and strategic reviews, helping shape and evolve service delivery
- Ensure you and your team effectively support the HF Sales team with new and existing business development activities for MLS e.g., RFI/RFP, proposal writing, client presentations etc., capitalising on opportunities to 'bolt-on' administration services
- Drive automation and efficiency across MLS, maximising the use of technology, working cross functionally to change and improve our systems, and improve the bottom line
- Own and control departmental budgets (including forecasting, advance planning and reviewing team capacity in line with client demands and revenue targets/budget), ensuring effective cost control and recovery, protecting margins and positively impacting business financial performance
- Provide insight, reporting and analysis that supports proactive risk management and continuous improvement
- Cascade business updates as appropriate and maintaining communication across the team, and with the wider business, to ensure sharing of success and a highly engaged workforce.

You will be...

- An authentic and inclusive leader who is passionate about motivating and inspiring a high performing team
- A successful senior leader who demonstrates high challenge and high support both internally and externally
- A skilled influencer who operates at all levels with credibility and reliability
- Commercially astute with an analytical mindset that enables informed decision making to drive results
- Consultative in approach, operating as a trusted advisor at all levels internally and externally
- Open to change and challenge with a growth mindset, always looking for innovative ways to grow yourself and others
- A creative problem solver, you are naturally curious and collaborate effectively to implement solutions
- Someone who confidently adapts in the moment, thrives when under pressure and creates an environment of empowerment and engagement in a fast-paced workplace
- Willing to challenge the status quo, seek new ideas, insights and expertise to drive improvements to the service, ensuring that the proposition delivers now and for the future

You will have...

- Demonstrable leadership experience at a senior level, with a background in leading and managing high-performing teams to successfully deliver multi-element services in a B2B environment
- Proven experience leading multiple complex client relationships simultaneously and at pace, with strong organisational skills and the ability to respond to changing work demands and conditions and managing conflicting client demands.
- Experience of leading client-centric professional services teams
- Strong commercial awareness/business acumen with evidence of effective decision making at leadership level for mutual client/business benefit and experience of managing budgets (full P&L desirable).
- Excellent verbal and written communication skills including demonstrable ability to effectively influence and negotiate internally and externally
- Proven ability in leading client or internal meetings with confidence, able to tell a story and ensure messages are understood
- IT and digital literacy, able to analyse and interpret data, consult with confidence, and make strategic recommendations for clients and the business
- Education to degree level, Level 5 professional qualification or with significant business services delivery experience that evidences equivalent work-based learning and progression

Success in the role is...

- Excellent 360 feedback from senior leaders, our clients, your team and HF Sales team
- Customer retention and growth
- Accuracy of reporting and tracking, that enables delivery to pre-agreed margins and budgets
- Role modelling of Hemsley Fraser Values
- Creating a working environment that enables a high performing and engaged service delivery team