

TTRO: HEAD OF LEARNING SOLUTIONS DELIVERY

Our Purpose: To serve humanity by designing human-centred solutions that transform citizens, communities, companies and countries.

What's Important to us: Customer Intimacy | Providing the Best Total Solution to our Customers

Our Vision: To collaborate with our clients to create transformational learning experiences

The Training Room Online (TTRO) is an organisation of passionate and talented individuals who design and develop innovative learning solutions to upskill and empower people for now and for the future. We believe in driving change through next generation learning by combining immersive technologies and learning methodologies to deliver relevant competencies that add value to your organisation and your people.

This role will be reporting to the Operations Director and is at a senior leadership level.

The **Head of Learning Solutions Delivery** has oversight of all learning solutions, content creation and production. A strong understanding of new and emerging trends in digitalisation and learning innovation strategies, learning theories and methodologies, as well as how we can drive and use emerging learning technologies to support learning solutions is key to this role.

A strong relationship with other leaders within the Operations division will help you in setting and delivering on the direction for the Learning Solutions Delivery (LSD) department, ensuring high-quality output to produce world-class products, you will need to drive efficiency of current practices, as well as direction for future innovations.

The role requires significant experience in the production of educational content, expert-level communication skills, a critical eye for detail, strong leadership and management skills, and a passion for connecting people and teams to achieve ambitious goals.

You will be responsible for a leadership team of **three direct reports** (Functional Managers) and **five to seven team leaders** within the functional areas, as well as several functional specialists, in addition to a team of 80+ permanent employees (and additional independent contractors).

Duties and responsibilities include, but are not limited to the following:

Strategic leadership

- Plan, develop and deliver a data-informed strategy for learning solutions delivered to clients.
- Contribute to organisational change strategy as and when required.
- Manage functional teams through a continual process of evaluating and identifying opportunities for optimisation, improvement, and efficiency in each function as well as across functions.
- Serve as the Senior Leader representative and spokesperson across various functional skill sets, such as content development, learning experience design, video production and digital design and learning technology engineering and maintenance for lifelong learning.
- Set direction for innovation-focused initiatives and goals based on business and organisational needs.
- Deliver and drive insights based on data-informed reporting (team status and health, productivity, capacity, quality, capability, governance and any other insights as needed with a strong lens on profitability).
- Use reporting insights to inform improvement and innovation within the team and across people, processes, technologies, projects and/or deliverables.
- Develop and deliver strategy to comply with TTRO risk and governance requirements (processes, systems, etc)

Team development

- Management and development of a team of functional managers.
- Development of a strong succession plan for a growing organisation, requiring the ability to identify areas for growth opportunity across functional teams.
- Delegate projects and tasks as appropriate to functional managers within the LSD department.
- Accountable for high performance across the functional teams in all work, creative execution and optimisation of leadership and management skills across the functional management team.

Internal cross-functional leadership

- Collaborate with other leaders and individual contributors within the TTRO Sales and Marketing division as well as the Managed Learning Services department to optimise and align the direction of bespoke learning solutions to our clients.
- Collaborate with the Heads of the TTRO Quality Assurance Studio, Project Management Office and Managed Learning Services department, to streamline processes to ensure effective use of time and people across learning solutions delivery projects.
- Champion a truly cross-functional and cross-product vision of TTRO learning solutions by collaborating closely with leaders within the business to improve learning gain and drive cross-functional innovation in production of all solutions in the Learning Solutions Delivery department.
- Present to and influence internal stakeholders, including at the most senior levels of TTRO.
- Build, implement, drive and make decisions based on performance objectives and key results.

Competencies and that you will need to display:

- Business Savvy
- Establishing Strategic Direction
- Building Organizational Talent
- Strategic Influence
- Leading Change
- Coaching and Developing Others
- Driving Execution
- Cultivating Networks and Partnerships
- Operational Decision Making
- Emotional Intelligence Essentials

Qualifications and Experience

- Ten + years industry-relevant experience
- Five + years' experience in leadership and people management
- Bachelor's degree in related technical field or similar workplace experience