

## TTRO LSD FUNCTIONAL MANAGER JOB DESCRIPTION: LEARNING EXPERIENCE DESIGN MANAGER

<b>Our purpose</b>	To serve humanity by designing human-centred solutions that transform citizens, communities, companies and countries
<b>What's important to us</b>	Customer Intimacy   Provide the Best Total Solution to our Customers
<b>Our vision</b>	To collaborate with our clients to create transformational learning experiences

This role will be reporting to the Head of Learning Solutions Delivery and is at a functional leadership level.

Operating as the **Learning Experience Design (LED) Manager**, you will be responsible for leading and managing the Learning Experience Design function within the larger Learning Solutions Delivery team. A strong understanding of new and emerging trends in learning and content design, digitalisation, learning theories and methodologies, as well as how we can drive and use human centred design and user experience design techniques, and emerging educational technologies to support the design and development of our learning solutions, is pivotal to this role.

This is a key role and is responsible for delivering best-in-class digital and blended learning solutions that will meet our client needs. You will interface with both internal and external stakeholders and truly collaborate with our clients in several activities to ensure we deliver as per the agreed expectation.

The role requires expert-level communication skills, strong leadership and management skills, and a passion for connecting people and teams to achieve TTROs strategic objectives.

You will need to build strong relationships with the other functional managers within the Learning Solutions Delivery team, as well as stakeholders within the wider Operations and Sales and Marketing divisions to ensure we produce high quality, world-class products, and solutions.

With a strong focus on sustainability, you will also be responsible for driving efficiency and effectiveness initiatives for internal practices and processes and report on various elements to support the Learning Solutions Delivery Operating Framework.

You will be responsible for a team of **team leaders**, as well as several specialists and individual contributors, including some independent contractors.

Responsibilities include, but are not limited to the following:

### **Functional leadership**

- Facilitate implementation of TTRO and Learning Solutions Delivery (LSD) strategy by developing and reporting on necessary 30/60/90-day action plans.
- Identify and drive opportunities for optimisation, improvement, and efficiency with a focus on service management across relationship management, performance management and improvement management and how it can impact your team, as well as potential impact across other functional areas.
- Provide necessary guidance and direction to team leaders, functional experts, and individual contributors within your team.
- Monitor, evaluate and report on team status and health, productivity, capacity, quality management, capability, governance, and any other insights as needed keeping profitability in mind, as well as TTROs strategic objectives.
- Promote and execute governance and compliance requirements for your team.
- Facilitate and manage the implementation of TTRO and Learning Solutions Delivery (LSD) change management approaches into your team as and when required.

### **Talent Management**

- Facilitate organisational learning and development for continuous learning within your team for yourself, team leaders, functional experts, and individual contributors.
- Coach team leaders and/or specialists
- Identify individuals within your team with capacity or expertise and drive enablement plan for that skill, including coaching if required.
- Manage and report on performance of your team, including action plans to ensure capability, capacity and performance output is maintained.
- Manage resources capacity by considering permanent vs contract resources, skill level required and capability of the team and recruit and contract where necessary.

### **Operational Excellence**

- Identify innovation-focused initiatives and goals based on Learning Solutions Delivery (LSD) strategy and functional team needs.

- Drive process improvement to enhance collaboration and cultivate an environment for innovation with the focus on quality management.
- Deliver insights (case studies, presentations, showcase, etc) for in-company and team benchmarking, sharing, and learning.
- Allocate the right resources to required projects/tasks based on capability, capacity, and performance.
- Manage and report on resource capability, capacity, and performance to drive Learning Solutions Delivery (LSD) Operating model for team performance and effectiveness.
- Identify opportunities for integrated product solutions, and drive collaboration within functional team and across relevant teams and stakeholders to create solutions (e.g. Sales and Marketing).
- Work with internal teams to provide input to client proposals, work effort, as well as resource capability for delivery as and when required.
- Collaborate with and influence internal and external stakeholders to drive successful completion of projects and/or tasks required.
- Take ownership and accountability for your functional team when it comes to the smooth and efficient delivery of projects, including making decisions, help resolve issues and/or problems and drive project escalations to a close with the focus on delivering the best solution to our customers.
- Ensure your functional team is set up with correct and required tools (hardware, software, licensing, etc) to allow for successful completion and delivery of projects.

**Success accelerators and leadership competencies and that you will need to display:**

- Emotional Intelligence Essentials
- Aligning Performance for Success
- Thriving in Ambiguity
- Leadership Determination
- Leading Virtual Teams
- Inspire the Team
- Hyper-collaboration
- Customer Focus
- Driving Innovation
- Building Talent
- Delegation and Empowerment
- Selecting Talent
- Initiating Action

**Things that should be in your background:**

- Ten + years relevant work experience in Instructional or Learning Experience Design (or similar)
- Experience in people management
- Experience in implementing educational and immersive technologies
- Bachelor's Degree specialising in education, information technology, skills development, web development, UX design, or technical writing; work experience, either at an online education company, or a corporate organisation

**SALARY:**

Market related TCTC package including benefits

Join our vibrant, creative and open-minded team. We look forward to meeting you!

*\*Only shortlisted candidates will be contacted.*