

<p>Role Mandate</p> <p>Job Title: Function /CFBU: Dimensions of the Job: Reports to: Location:</p>	<p>Depot Learning and Development Facilitator Human Resources Co-ordination of Depot Training Champions in conjunction with Depot Learning and Development Team and local Management Depot Learning and Development Lead Roles are based in Leeds/York and requires travel to our other Depots</p>
<p>Job Summary:</p>	<p>To enhance the current and future capability of the Phoenix Healthcare Distribution depot teams through the design and consistent implementation of training solutions designed to drive high performance. Co-ordination of the activity of a group of Depot Training Champions across the depot network.</p> <p>Based at one of our key depots the role will require frequent travel to our Head Office in Runcorn and other depots.</p>
<p>Responsibilities:</p>	<ul style="list-style-type: none"> • Participate in the analysis of the company's training and development needs against agreed organisational goals, business and quality objectives • Facilitate Operational on-boarding, induction and job skills training for new starters and lead on the delivery of new, refresher and multi-skilling training • Liaise and mentor Depot Training Champions ensuring issues, concerns and on-going support is delivered in a timely manner • Support Depot Management in delivering bespoke training for individuals as a result of incident etc. as appropriate • Create and maintain highly detailed and accurate training materials, to provide high standards of training to the business, ensuring all training materials have been tested and approved before the training is delivered • Ensure all training delivered is recorded in an efficient manner providing the Depot Learning and Development Lead and individual Depot Managers with regular updates of training delivered and planned • To act as the first point of contact for training related queries within designated region/depots • In conjunction with supervisors and managers provide feedback & coaching to colleagues and provide coaching and development as needed • Maintain knowledge of developments within appropriate areas of training to enable PHD to inform the development of best fit solutions

	<p>General</p> <ul style="list-style-type: none"> • Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people • Be agile, converging around agreed priorities across the HR function as business needs dictate from time to time
Key Experience, Knowledge, Skills & Qualifications:	<p>Key Experience</p> <ul style="list-style-type: none"> • Experience of the full training cycle in an operational environment, preferably multi-site within in a Distribution/Fulfilment Centre or manufacturing environment • Experience of converting Standard Operating Procedures / Work Instructions into training materials • Experience of coaching and mentoring colleagues in a busy operational environment • Experience of developing training materials which enable easy knowledge transfer to a variety of audiences • Evidence of experience in building collaborative relationships with operational line managers and colleagues, and able to effectively communicate with and influence at these level <p>Knowledge and skills</p> <ul style="list-style-type: none"> • Able to articulate through evidence based examples their passion for learning development and the difference it can make. • Pace, resilience and flexibility associated with a fast paced, multi-site and co business; • Achievement orientated and able to deliver quality within tight timescales and managing multiple initiatives; • Planning, organisation and presentation skills • Well-developed influencing ability, problem-solving, and analytical skills <p>Qualifications</p> <ul style="list-style-type: none"> • Certificate in Training Practice (CTP) or equivalent work experience
Key Interfaces	<ul style="list-style-type: none"> • Depot Learning and Development Lead • Depot Learning and Development Facilitators • Depot Management Teams and Colleagues • Quality Team and Warehouse Excellence Teams • Wider Learning and Development Team and HR Colleagues

Date Created Reviewed:	27th April 2022
Business Functional Lead Name: (CAPITALS) Signature:	LOUISE STAPLES
HR Lead Name: (CAPITALS) Signature:	JULIE FITZMAURICE-HIGGINS

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Business

Customer

Quality

People

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement