

<p>Role Mandate</p> <p>Job Title:</p> <p>Function /CFBU:</p> <p>Dimensions of the Job:</p> <p>Reports to:</p> <p>Location:</p>	<p>Learning & Development Facilitator</p> <p>Human Resources</p> <p>0 direct reports</p> <p>Pharmacy Development</p> <p>Lead</p> <p>Priory Court, Runcorn</p>
<p>Job Summary:</p>	<p>To enhance the capability of the CFBU's & Functions through the development, delivery and evaluation of training solutions designed to drive high performance which align to training needs analysis, emergent issues and projects.</p> <p>To seek out emerging thinking, models and theories and translate them into practical, engaging solutions which enable individuals and teams to fulfil their potential and deliver sustainable benefit to the business.</p> <p>Work collaboratively with the Operations Training Team to ensure consistency of approach, avoid duplication of effort, and facilitate best practice sharing.</p>
<p>Responsibilities:</p>	<ul style="list-style-type: none"> • Design, deliver and evaluate a broad range of high quality and impactful learning and development interventions across a wide spectrum of subjects and audience profiles, including but not limited to the following programmes: <ul style="list-style-type: none"> ○ Fit for purpose induction ○ Core skills functional training ○ Personal development ○ Team development ○ Management development • Development and delivery and testing of blended learning solutions across the business including but not limited to e-learning, virtual classrooms and classroom workplace based training events • Through interactions with CFBU and Functional stakeholders ensure any emerging learning and development needs are fed back to the Learning & Talent Manager and respective HRBP to inform training needs analysis • Facilitate implementation of the Workplace Training Champions framework with the Retail CFBU – training and supporting them to deliver elements of functional specific induction and job skills training; liaise and mentor on a quarterly basis ensuring issues, concerns and on-going support is delivered in a timely manner • Ensure all training delivered is appropriately recorded in order to track delivery and facilitate L&D reporting MI • Maintaining familiarity with the Group's Health, Safety and Environmental

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	<ul style="list-style-type: none"> • At all times comply with company policies, procedures and instructions. • Taking responsibility for your own learning and development • Contribute to improving the business, protecting and enhancing the reputation of the Group, by putting forward new ideas <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
<p>Key Experience, Knowledge, Skills & Qualifications:</p>	<p>Key Experience</p> <ul style="list-style-type: none"> • 2+ years' experience of managing the full training cycle from analysis to evaluation • Developing blended learning & development interventions in a multi-disciplined environment with diverse requirements • Successfully collaborating with and leading subject matter experts to understand the key messages that the learning needs to convey • Aligning learning and development with business objectives and strategies • Virtual Learning Environments (Moodle etc.) and use of Articulate Storyline to create learning packages • Converting Standard Operating Procedures Work Instructions into training materials • Building collaborative relationships with broad range of stakeholders to effectively communicate and influence <p>Knowledge and skills</p> <ul style="list-style-type: none"> • Knowledge of course development methods across all forms of learning intervention; • Skilled Articulate Storyline user • Strong stakeholder management and influencing skills and comfortable delivering at all levels of a medium to large organisation; • 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 complex business; • Planning, organisation and presentation skills • Well-developed problem-solving and analytical skills <p>Qualifications</p> <ul style="list-style-type: none"> • Level 3 Award in Education and Training or equivalent work experience • Management Level 3 Qualification or equivalent work experience (Desirable)

Key Interfaces

Internal: CFBU & Function management teams and colleagues | Learning & Talent and HR colleagues
External: 3rd party service providers | L&D networks

Date Created Reviewed:	23rd July 2018
Business Functional Lead Name: (CAPITALS) Signature:	
HR Lead Name: (CAPITALS) Signature:	JULIE FITZMAURICE-HIGGINS

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DRAFT

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



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