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### Role Mandate

Job Title:	Depot Regional Learning and Development Lead
Function /CFBU:	HR Excellence
Dimensions of the Job:	To lead a team of 3 Regional Depot Learning and Development Facilitators
Reports to (Interim):	Pharmacy Development Lead
Location:	Base location – Birmingham or Runcorn with nationwide coverage and travel to be expected

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### Job Summary:

You will be required to work across the distribution centre function consisting of 14 depots, to ensure that the training developed meets the needs of each depot and is aligned with the goals of the business. We are seeking an experienced training manager to lead implementation of our learning and development strategy, measure its impact and support our Wholesale Excellence programme through continuous improvement. The successful candidate will be passionate about learning and excited about the prospect of leading by example.

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### Responsibilities :

- Lead a team of 3 Regional Depot Learning and Development Facilitators to ensure compliance is maintained across the Supply Chain network.
- Working with Wholesale Excellence to support the rollout of new projects including the development of work instructions.
- Liaison with union/union representatives on key training initiatives
- Implement a process for evaluation and maintenance of learning skills in conjunction with Regional L&D Facilitators
- Design learning packages and working instructions
- Report on learning activities into the Learning & Talent team for Board reporting
- Ensure training matrices and compliance figures are maintained and reported to key stakeholders on a monthly basis
- Attend and input into regular meetings with key stakeholders including Health and Safety, Depot Managers and RPs
- Analyse relevant data to inform KPI results and make recommendations for improvement or development
- Compliance to GDP through delivery of SOPs and work instructions
- Requirement to travel across the depot network
- Ability to manage multi-location workload
- Engage in hands on, on-the-job activities and delivery of training to colleagues on the shop floor
- At all times comply with company policies, procedures and instructions

#### General:

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people
  - Leading and building a high performing team that in turn adds value to the business in line with budget and relevant financial constraints.
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### Key Experience, Knowledge, Skills & Qualifications:

- Experience of working with key stakeholders to support and enable strategic business initiatives
- Able to remotely manage and influence with strong leadership skills
- Experience of working and training within a distribution, logistics or manufacturing environment
- Engage with a diverse audience of colleagues
- Experience of converting Standard Operating Procedures / Work Instructions into training materials
- Experience of coaching and mentoring front line staff in a busy operational environment
- Ability to influence without authority
- Experience in Six Sigma or Lean management introduction would be an advantage
- Knowledge of the new apprenticeship standards
- Good attention to detail and ability to work on own initiative
- Effective organisational skills
- Full clean driving license

### The ideal candidate will have:

- Excellent oral and written skills to deliver effective training to a broad audience of colleagues
- Ability to work under pressure and to multi-task in a fast paced environment
- High motivation and commitment to maintain and support our continuous improvement warehouse processes.
- Team player with a proactive and engaged attitude.
- CIPD qualified at member level or above advantageous but not essential

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### Key Interfaces

Head of Wholesale Operations  
General Managers  
Depot Managers  
Wider Learning and Talent Team and HR colleagues  
Supply Chain senior leadership team

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*PHOENIX Medical Supplies will be recognised as a provider of top class business relevant solutions to the UK healthcare industry, operating with honesty and integrity to show leadership in partnership*



a PHOENIX company

<b>Date Created   Reviewed:</b>	
<b>Business   Functional Lead Name: (CAPITALS) Signature:</b>	
<b>HR Lead Name: (CAPITALS) Signature:</b>	

DRAFT - Subject to consultation

### 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

### 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

Quality

People

### 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