

Head of Learning

Role & Responsibilities Overview

The Head of Learning is an exciting new role that has been created to aid our business growth. We are a vibrant and dynamic learning design agency and we create bespoke learning solutions for our clients.

As Head of Learning you will be responsible for the growth, creation and design of our blended learning offering, defining learning solutions for our clients and future clients, and the quality of the solutions designs delivered to our clients.

Our learning offering consists of 6 main solution areas;

1. Learning Journeys and Assets
2. Learning Insights
3. Digital Learning
4. Learning Technologies
5. Events
6. Outsourcing

As Head of Learning, you will be responsible for our Learning Journeys and Assets, Learning Insights and Digital Learning Solutions. You will manage a team of Learning Solutions Architects and will work closely with the Heads of Learning Technologies, Head of Events and Head of Outsourcing as well as our Account Management and Operational teams. The Head of Learning will report into the Chief Strategy Officer who is responsible for the business strategy, our solution offering and marketing.

This role will be home based however it will involve frequent travel to our head office in Lacock and to our clients' premises. Some travel abroad may be required although this will not be extensive.

We are a company who pride ourselves on our strong core values:

1. Focus on the Client... Everything else will follow;
2. Trust... Show Integrity, trust and honesty;
3. Innovate... To challenge, inspire and continuously evolve;
4. Be Agile... It makes great things happen;
5. Be Curious... It's how we learn and grow;
6. Have Fun... Work together, share success and enjoy what we do.

The focus of the role is to:

- Work with the CSO to define and create a Blended Learning offering that we are proud of and enables us to thrive in our chosen business sectors.
- Monitor the learning market place to continuously develop and improve our learning offering.
- Work closely with the Head of Events, Head of Learning Technology and Head of Outsourced, Account Managers and Operations Managers to ensure that our offering meets our clients' needs and expectations.
- Ensure that our standards, processes, metrics and templates for all learning solutions and assets are consistent and complementary and that they drive our business forward
- Own the quality management, monitoring and control of our learning solutions
- Own the scoping of client requirements and oversee and/or input into the creation of solutions for our clients.
- Oversee the solution design, development, delivery and management of all learning solutions

The key responsibilities of this role include:

- Line manage Head of Learning Journeys, Head of Insights and Head of Digital Learning
- Whilst we grow, take the role of Head of Learning Journeys and Head of Digital Learning with the support of the Learning Solution Architects, Head of Outsourcing, Events and Technology and CSO.
- Motivate and line manage the Team of Learning Solutions Architects.
- Work with the Solution Heads to manage the resources and workload of the Solution Architects across the solution teams.
- Work with Account Managers, Business Development Managers and Operation Managers to have visibility of future requirements and plan resources accordingly
- Work with the Solution Architects and the Operations Team, who include Learning Designers, Media Developers and Graphic Artists, to ensure that learning assets have been developed to defined solution scope.
- Work with the CSO, Solution Heads and Account Managers to meet the Solutions Goals and Business Metrics.
- Work with the CSO to build solutions to support the diversification into new sectors.
- Work with the Marketing Manager to create campaigns that grow the penetration of our solutions across our desired business sectors.
- Be a member of the Senior Management Team

Reporting Lines & Support

- The Head of Learning reports into the Chief Strategy Officer.
- Direct Reports include Learning Solution Architects
- In the future, direct reports will include Head of Digital Learning, Head of Insights and Head of Learning Journeys

Business Metrics

Key business metrics for this role include:

- Solution Quality
- Solution Turnover by account (#, £ & %)
- Solution Gross Profit by account (#, £ & %)
- Proposal acceptance by solution area (# & £)

Remuneration

- Competitive salary, linked to skill and experience;
- Workplace pension;
- Twenty-five days holiday (rising to thirty days with service);
- A bonus holiday each year for your birthday;
- Creative expression, during our bi-monthly tech meetups for collaborative idea sharing;
- A health cashback scheme;
- Automotive manufacturer discounts up to 25%;
- An annual company BBQ;
- Two Corporate Social Responsibility days per annum.

RTS Group is located just outside the historic village of Lacock in Wiltshire. Our offices have free on-site parking and are within a short cycling distance of both Melksham and Chippenham railway stations. The role is office-based, with views of the Wiltshire countryside.