

# Job Description

## Basic Job Information

Job Title	Head of Retailer Learning Services
Brand/Function	Group Commercial Services
Department	Retailer Learning Services
Job Grade	G / G
Location	Blakelands
Role Reports to	Group Commercial Services Director
Direct Reports	4
Budget Accountability	Agreed with the Director annually

## Job Purpose

Lead the National Learning Centre to deliver world-class training and learning interventions to staff at all levels across the Brands' Retailer networks driving network business performance. Manage suppliers to achieve business results within timescales and budgets. Oversee all aspects of brand People Development activity to ensure factory and brand standards are met and within budgets agreed in planning round.

### MATERNITY COVER PERIOD:

*During this maternity cover position, your role will be to ensure business continuity for the ongoing management of the National Learning Centre, ensuring that teams remain committed to achieving strategic and operational goals.*

*Within this timeframe, there will also be a requirement to lead out strategically on one of our key learning products for the Network as we look to migrate to an updated Learner Management System. This core system is the heartbeat of RLS operations and a key user interface for our Network partners. It not only drives the interaction with our training offering and allows self-development that improves customer satisfaction, but the system also supports core functions of planning, scheduling and performance monitoring. This will be an critical and exciting project to lead on, covering the programme conception, discovery and implementation phases in ensuring a timely of this digital transformation programme.*

## Key Areas of Responsibility

- Provide a first class learning solution to develop the best people and drive the customer service metrics within the VWG networks
- Drive the Learning strategy within the team, supplier and VWG to ensure buy in and focus on delivering the business objectives
- Drive a commercial approach to all decision making, driving continuous improvement in systems and processes, on time and within budget
- Plan training capacity and manage resourcing of people, systems, assets and facilities
- Own supplier selection and contract management ensuring that KPIs are achievement in line with business targets. Ensuring any underperformance is addressed putting in place any necessary measures

- Manage Stakeholders to ensure consistent best practice across all brands to drive financial efficiency, whilst ensuring that Investors interests are reflected as well as factory demands
- Ensure the learning offer is aligned to brand priorities and addresses business needs
- Utilise insight to drive greater Network engagement in learning and create a link to business performance
- Challenge brands and their factories wherever necessary to remove duplication and costs to the business
- As part of the GCS leadership team, ensure that GCS strategic and operational activities are delivered
- Support factory best practice forums and ensure a group centric approach is considered and offered wherever possible
- As part of VWG UK's 2nd line of defence within ECMS & PCMS programmes, adopt responsibility for supporting the management, steering and control of Environmental & Product compliance relevant activities; ensuring continued compliance with VWG Policies.
- To document, maintain and implement effective business continuity plans as appropriate, including the documentation of and liaison with critical IT suppliers to ensure service continuity. The requirements of the business continuity plan may include a necessity to be personally contactable, including out of hours and at short notice, to action any urgent remedial plans.
- Accountable for meeting all obligations detailed in annex 2 of Group Policy 18: Information Security (KRL 18)

**DUPLICATE OF EARLIER BULLET POINT**

**MATERNITY COVER PERIOD:**

- *As above, with specific focus on the following priorities during the maternity cover period;*
  - *Leadership of NLC cross-functional team culture building, aligning headcount teams and staff from multiple supplier contracts to operate as One NLC*
  - *Ensure team delivery of 2026 SQs and contractual KPIs in alignment with budgeted targets on behalf of the brands*
  - *Ensure team delivery of 2027 budget and levy to ensure a continuation of commercial recovery of NLC cost base at agreed contribution levels with Finance and on behalf of VWG UK*
  - *Ensure team delivery of Technical Transformation Programme content in alignment with programme timings, targeting Q1 2026 completion*
  - *Programme leadership of digital transformation project to launch an all-new Learner Management System to our network Partners. Responsibilities will include:*
    - *Alignment of supplier, factory, brand, IT and RLS stakeholders to deliver to requirements on time, on budget*
    - *Align project scope to deliver tangible business benefit to VWG/NLC, while balancing associated on-cost to the network and falling within set budget parameters*
    - *Support project with appropriate resourcing levels – balancing team priorities to ensure delivery while maintaining appropriate BAU activity.*

**Compliance Responsibility**

**Working Relationships**

- This role interacts with a variety of senior stakeholders throughout the organisation and brand factories.

## Skills

- A rigorous, results-orientated approach
- Financial and commercial acumen
- Supplier and contract management to achieve business results
- A track record in operational delivery and strategic thinking
- The ability to network effectively at a senior level and build effective relationships
- The creativity to provide unique brand specific solutions whilst balancing Group synergies
- The tenacity to drive through a culture of continual improvement and aspiration the LS organisation and associated suppliers
- The energy and passion to deliver the best to customers through inspiring your team.

## Experience

- Demonstrable commercial results driven background
- Proven experience of having led, motivated and developed a high performing team.
- Experience of translating strategy into an operational plan and executing that plan effectively.
- Strong stakeholder management experience.
- Demonstrable experience of leading the delivery of a digital systems project or similar large scale digital programme delivery

## Qualifications

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## Career Pathways

- This role can move into different Head of Business roles throughout the organisation.

## Version Control

Date	Version No.	Reviewed by	Comments/Action
July 2025	1	HR HM	<b>Mat Leave Edit</b>
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on Life Online and therefore this document is uncontrolled if printed.			