Role Profile

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| **Job Title:** | Head of Talent & Development | **Job Band:** | D | **Business Area:** | People & Culture | **Budget/ Target:** |  |
| **Reporting to:** | CPO | **Team:** | 5 | **Work Location:** | Agile/Hybrid 2/3 days in Hull HQ |
| **What is the purpose of this role?** | Responsible for designing, implementing, and leading talent & learning strategies that deliver the Arco goals. Focusing on:   * Talent & Development * Engagement * Performance & talent management solutions * Leadership development planning & sourcing, including Executive * Sales Capability * Skills and Apprenticeships | | | **What are the success measures?** | * Implementation of effective talent & development strategies resulting in improved attraction. employee retention, internal mobility, and engagement * Development of leadership pipelines with measurable outcomes * Increased employee scores and reduced turnover rates. * Positive feedback from stakeholders on talent and development initiatives | | |

| **Key Responsibilities** | **Knowledge/ Experience Required** | **Behaviours Required** |
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| **Leadership:**   * Define and execute a talent and development strategy aligned with Arco’s strategic plan and business goals. * Act as a key partner to senior leaders to influence talent and development activities * Manage talent & development technology and providers including ATS, LMS, 360 and Engagement Measurement * Lead the Talent & Development team (5 FTE) * Contribute as a member of the People & Culture Leadership Team   **Talent Acquisition & Management:**   * Develop and implement Arco’s talent strategy to attract, select, develop, and retain top talent * Build and implement initiatives to improve employee retention and internal mobility * Lead the development of employer branding to position Arco as a preferred employer * Oversee talent planning processes, talent reviews and 360 assessments to create a robust talent pipeline * Collaborate with leaders to create career development pathways * Strategic Workforce Planning   **Learning and Development (L&D)**   * Develop and deliver comprehensive learning and development programs including sales capability, expertise and leadership * Ensure employees at all levels have access to development opportunities to maximise their potential * Implement initiatives to address skills gaps and future needs * Apprenticeships and apprenticeship learning * Design and implement leadership development initiatives for all levels of management * Oversee employee onboarding and continuous professional development programs   **Employee Engagement**   * Lead on the creation of an end-to-end engagement plan including listening, measurement and action planning * Implement strategies to enhance employee engagement and satisfaction * Design and deliver initiatives to enhance employee well-being and satisfaction   **Performance and Culture**   * Create a fit for purpose performance solution for all areas of Arco * Partner with senior leaders to drive a culture of performance and accountability * Use data insights to identify and address organisational development opportunities * Champion our DE&I strategy and ensure it is applied across all areas of responsibility   **Stakeholder Management**   * Work closely with the senior leadership team to align talent and development strategies with business priorities * Manage external vendor relationships related to T&D activity   **Reporting, Insights & Governance**   * Utilise data to drive decision-making around talent trends, workforce planning, and learning effectiveness * Report on T&D KPIs and leverage insights to continuously refine and improve talent and development strategies * Ensure compliance with relevant legislation and industry standards in all talent and development activities * Manage the talent and development budget effectively | **Knowledge:**   * Strategic thinking and planning * Leadership and influencing skills * Change management expertise * Strong commercial acumen   **Experience:**   * Proven experience in a senior Talent & Learning role * Strong Commercial Acumen and problem-solving abilities * Track record of successfully developing and implementing Talent & L&D strategies including Talent Acquisition with proven organisational benefits and ROI * Expertise in designing and delivering leadership development * Strong knowledge of talent management frameworks and practices * Experience working in a fast-paced, dynamic environment * Qualified in several profiling tools * Coaching and mentoring skills * Professional qualifications * Excellent Microsoft Office systems knowledge and skills inc. Outlook, Word, PowerPoint, Excel | **Perform:**   * Acting decisively and confidently to make commercial decisions which address problems and opportunities, and taking the lead in situations * Creates a high-performance culture through regular coaching, feedback and effective performance management   **Care:**   * Champion and ensure the creation and maintenance of a safe, inclusive and caring organisation where everybody can bring their whole selves to work * Has a good awareness of their personal leadership style and can flex it to inspire colleagues in a credible and authentic way * Creating strategies to recognise, reward and celebrate contribution and achievement   **Collaborate:**   * Managing senior stakeholder and/or customer expectations on deliverables * Proactively involves the right people in order to do the right thing for the business and customer. Fosters collaborative working and removes silos   **Deliver:**   * Creates a compelling and inspiring vision for the future and then empowers and assigns accountability to the team to deliver it * Driving challenging targets and measuring / reviewing functional performance against these targets |