

Training Programme Manager & Team Lead

Company Overview

Alpha Development is an international training firm specialising in development for financial services organisation. Our clients include the world's leading investment banks, insurance companies and asset managers. With offices in the UK, Singapore, Poland, and a significant amount of work in the US and Middle East, we offer global coverage and have delivered across more than 20 countries.

Requirement

Following recent growth and business expansion, Alpha Development have created an exciting new role managing a team and providing client support for training programmes covering our EMEA client base. From our fast-paced London office, the role will require an experienced manager of people and programmes.

Key Responsibilities

Team Leader / People Management

- Manage, develop and lead a team of employees covering Alpha's EMEA client base.
- Monitor and evaluate team performance; set team KPIs and monitor.
- Schedule 1-2-1 meetings with staff to discuss activities, priorities, progress and challenges.
- Be responsible for performance reviews, appraisals, and ongoing on-the-job training of team members.
 - Performance - Recognise high performance and reward accomplishments. Identify under performers and set performance improvement plan.
 - Development- Discuss future development paths for team members. Advise on suitable training to improve current performance or prepare them for future roles and responsibilities.
- Act as a coach and mentor for team members.
- Inspire and motivate team; encourage creativity, delegation and decision making.
- Delegate tasks and set deadlines for the team.
- Assist with the interview process for staff within the Programme Management team.
- Support Head of Programme Management with resource allocation, client rotations or new business allocation. Daily, weekly, monthly allocation of tasks, projects, regular allocation of clients.
- Resource planning for future needs and short-term cover.
- Approving holidays and organise sick leave cover
- Assist Head of Programme Management to review processes and systems and implement changes.

Client and Programme Management

- Project management
 - Work closely with sales team and clients to ensure delivery of Programmes run seamlessly.
 - Create and maintain comprehensive project documentation; to include detailed project plan, project schedule, budget, issues log, and change documentation.
 - Lead various projects – understand project strategy and dependencies, drive execution and be responsible for a project/programme and accountable for its success/failure.
 - Manage Programme deliveries to time, budget and quality following Alpha's internal Programme Management process.
 - Project administration and coordinate project work.
- Risk & Change Management
 - Identify and manage project risks and issues; be accountable for project governance and ensuring that scope is closely managed. Identify change requests (from client, trainers etc.); recognise if change is viable or offer solutions. Also, Identify need for change where appropriate.
 - React to change; acknowledge impacts, recognise and record lessons learnt.
 - When taking risks; be accountable for decisions made. Report and escalate to management as needed.

- Stakeholder Management
 - Identifying all stakeholder (especially key stakeholders); build and maintain relationships with clients and all stakeholders.
 - Identify project success for each stakeholder; understand stakeholders interest, motivation, power (influence) and conflicts.
 - Align project stakeholders and project teams to same objective; manage dynamics of a team; internally and externally.

Experience Knowledge & Skills Required

We are seeking an **experienced team leader and project manager** to join the team. The role will suit someone who has worked within Project management, HR, or Learning and Development previously. The right candidate must be a highly organised self-starter with **strong leadership skills, team management and project experience**. Must be **client focused**, excellent **communication skills and** experience **managing stakeholders**.

The successful candidate will have;

- Minimum 4 years of experience working in a professional services firm or within learning and development.
- Experience in managing people and leading a team.
- Demonstrate the ability to handle difficult conversations and to give/receive feedback.
- Will need to be able to confidently lead internal and external project meetings.
- Effective communication skills; excellent written and oral skills, articulate and empathetic listener.
- Demonstrated capability for coordination, problem solving, decision making, sound judgment, assertiveness and ability to adapt to diverse situations.
- Professional manner, positive approach and 'can do' attitude.
- High levels of accuracy, attention to detail and analytical capabilities.
- Digitally savvy and able to learn new systems fast. Proficient in MS Office, i.e. Outlook, Excel, Word and PowerPoint. Experience using Learning Management Systems, eLearning systems and webinar software.
- Self-motivated & self-sufficient. Confident to be on site alone with little support.
- Confident in managing upwards, escalation and delegation when appropriate.
- Strong relationship building and interpersonal skills.
- Capability to work under pressure and to strict deadlines.
- Commercially aware.
- A keen desire to learn.
- Experience of financial services a preference but not essential.
- Project management qualification preferred.

Other Information

Department / Location: Programme Management/The role will be based in our London office EC2.

Hours: This role is full time i.e. Monday to Friday 37.5 hours per week.

- 09.00 – 17.30 and flexibility with working hours will be required from time to time to suit client needs.
- Primarily based in the London office with flexibility to work from home if pre-agreed.

Key Contacts:

Internal		External	
<ul style="list-style-type: none"> ▪ Regional PM Team ▪ Sales team ▪ Finance 	<ul style="list-style-type: none"> ▪ Faculty ▪ Marketing 	<ul style="list-style-type: none"> ▪ (Client) L&D Managers ▪ Course participants ▪ Suppliers 	

Travel: Possible travel across UK, Europe and Middle East

Holidays: 28 days per annum.

Staff Benefits: Includes Season ticket loan, Gym membership contribution, Cycle to work scheme, Childcare Vouchers and private medical cover – after one year of service.

Start date: Immediate start preferable.