

ROLE PROFILE

Culture and Development Manager

Reporting to: Managing Director

Role purpose:

To promote Cove values and behaviours throughout the business by assessing, planning, creating and ensuring effective delivery of cultural and leadership skills learning and development solutions to all team members and leaders

Responsibilities

- Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- Assess learning needs through liaison with key managers and team members, design and deliver training events at Cove, either alone or with a partner
- Plan annual training events which meet the needs of the business
- Create a Leadership Development Programme which is well-targeted and links to company APRs and career development
- Manage stock of learning materials in a cost-effective manner
- Agree and manage an annual budget which provides relevant training solutions for the business
- Act as a coach to any manager or team member who requires support
- Facilitate workshops to generate new ideas for the business
- Be a confidante to any team member what requests
- Advise on, and monitor, leadership role modelling and make recommendations accordingly
- Promote the Cove culture by generating excellent working relationships with team members, encouraging cultural promotion and training events
- Present at the annual company conference
- Work with relevant managers to advise, plan and deliver relevant solutions
- Collect cultural stories, photos and videos from the business and places them on the Cove intranet with supporting articles
- Promote Cove training success to external bodies

<p>Progression in role:</p> <p>Basic</p> <ul style="list-style-type: none"> • Knowledge and experience in developing culture and change in business • Good track record in culture change • Able to deliver face-to-face training in a fun, lively and engaging way • Experience of administration procedures, stock control and budgeting • Some knowledge of the Cove brand and ethos • Experienced driver who is willing to stay away between two and four nights per week • Been in a leadership role for at least five years 	<p>Training for role</p> <p>CIPD Certificate in Training Practice (or similar) ILM Level 3 (or similar) Company orientation and induction Time in all departments to understand function, structures and outputs Competency in PowerPoint and Microsoft Word Health and Safety Manual Handling Fire Safety GDPR – E-Learning</p>
<p>Expected – 6 months</p> <ul style="list-style-type: none"> • Delivery of existing in-house planned training events • Delivered ongoing modules of the Leadership Development Programme • Manages stock of learning materials in a controlled way and within budget • Visited, and is knowledgeable of, all Cove UK parks • Has forged excellent working relationships with teams • Designed at least one significant new training event, delivered to a key part of the business • Led a successful leadership cultural module, presenting to the managers • Loaded significant cultural content onto Cove intranet to similar 	<p>Advanced PowerPoint Basic Excel Basic technical skills e.g. embedding videos, editing simple videos, use of social media as learning and evaluation tool Diversity and Inclusion Anti-Money Laundering</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Plan for a full twelve-month period of training events with TNA (Training needs analysis) • Leads regular, exciting ideas to drive values and behaviours • Can demonstrate effectiveness of training through evaluation report • Meet regional training team every six months to assess any co-operation between culture and leadership, and statutory and mandatory, needs • Coaches senior managers in the business where required • Works with HR and Owners' Manager to devise and execute team and Owner surveys • Helps produce report to analyse surveys and communicate clear objectives 	<p>Coaching qualification (CMI recommended) DISC profile qualified and practitioner</p>

<ul style="list-style-type: none"> • Works with HR to design Role Profile and appraisals, linked to progression • Assists with interval interviews for job vacancies 	
<p>Excellence</p> <ul style="list-style-type: none"> • Leads training team to win major UK awards e.g. CIPD, Best Big Companies (L and D section) • Recruits, mentors and coaches C and D adviser/specialist to develop ability to take on most key tasks and, perhaps, succeed Head of Culture and Development 	
<p>Key Measures</p> <ul style="list-style-type: none"> • Team NPS • Owner and Holidaymaker NPS • Team retention • Evidence of training impact on EBITDA • External validation 	