

Training and Competence Manager

Hours: Monday to Friday, 9am to 5pm with flexibility required for weekend and evenings

Location: Cardiff Centre

Salary: Competitive

Summary

Develop and embed a Training & Competency Framework to ensure the Collections Department fully meets the expectations of all relevant regulatory bodies, with provisions for both new starters and existing staff. Line management responsibility for the Collections Trainer and Coaches. Identify training requirements arising from Collections Transformation changes and develop appropriate training. Develop and maintain adequate T&C records.

Responsibilities

1. Work with the recruitment team to ensure that we are attracting and employing candidates with the required level of expertise.
2. Develop, implement and maintain a robust new starter on boarding framework.
3. Develop colleagues and help them attain and maintain (evidence based) competence.
4. Implement effective record keeping which fully meets regulatory expectations.
5. Manage the Collections Department Trainer and Coaches to enable the ongoing development of staff to maintain full competency.



6. Support line managers during the formal performance improvement plan (PIP) process.
7. Assess input such as QA audit findings, case reviews and Complaint root cause analysis to feed into the development of the competency framework and ongoing or ad hoc training/coaching activity.
8. Review external supplier staff training and competency content at least annually (supplier governance) to ensure it meets MotoNovo expectations and supports the delivery of fair customer outcomes.
9. Regular (formally documented) Collections Training Needs Analysis (TNA) with actions to progress.
10. Develop and deliver competency support tools to enable continued performance improvement.
11. Support local or wider business project delivery where there is a Collections T&C impact or delivery requirements.
12. Provide T&C input into the Collections Transformation Programme and new end to end system process re-engineering and staff training.
13. Audit Team Leader probation reviews against the formal Collections competency framework.
14. Horizon view road map to plan and then meet changes in law, regulation or business policy. Evidence full compliance from a T&C perspective.
15. Work in partnership with internal audit, Regulatory Risk, Operational Risk etc to address any risks identified and deliver (any T&C related) remediation required.
16. Work in partnership with Learning & Development to ensure both technical and non-technical training meets business needs.



17. Ensure that e-learning is completed and track/report progress, work in partnership with the Forecasting & Planning Team to map out time needed to fully meet business expectations.

18. To act as Collections subject matter expert utilising knowledge and experience to support and drive continued performance improvement and fair customer outcomes.

