**JOB DESCRIPTION**

**COMPANY**

Tata Tele Business Services (TTBS), belonging to the prestigious TATA Group, is the country’s leading enabler of connectivity and communication solutions for businesses. With services ranging from connectivity, collaboration, cloud, security, and marketing solutions, TTBS offers the largest portfolio of ICT services for businesses in India. With an unwavering focus on customer-centricity and innovation, TTBS continues to garner recognition from customers and peers alike.

| Unique Role | Lead – Capability Building COE |
| --- | --- |
| Reason for existence of the role | Create a learning culture and align learning to the business performance |
| Band | General Manager (F) |
| Reporting to | CHRO |
| No. of reportees | 2 or 3 (Manager / Sr. Manager level) (C/D) |
| Location | Navi Mumbai |
| Relevant Experience | 9 to 14 years |
| Exposure | End-to- end L&D Lifecycle Management – TNA, Budgeting, Content Development, LMS  Cloud / SaaS Product Training, Selling Skills Training  Competencies Design, Key Business Leaders / Stakeholders Management |

**JOB RESPONSIBILITIES**

**Business Outcomes Linked Learning: Work with Business Leaders to create & deploy end-to-end Capability Development Framework with effectiveness measures and tracking mechanism**

* Design, Develop and Operationalize the Learning Academy covering structured learning curriculum for each role with effectiveness measures and internal certifications.
* Partners with Business/Functional/Sales Leaders to design & deploy, Learning Needs Assessments to enhance the effectiveness of employee performance in achieving the goals and objectives of the company.
* Create a Competency Based Learning Framework – Develop competencies for each role, curate learning journey for each role & skill, methodology / process to identify gaps (current and desired level).
* Develop and deploy 70:20:10 methodology as end to end “Talent Development Framework”.
* Learning Programs Deployment – Selling, Product, Process, Functional, Behavioural, Leadership. Individualized training and development plan that addresses the needs and expectations of the Sales & Non-Sales Teams
* Create & deploy framework for measuring effectiveness of training focussing on employee accomplishments and performance.
* Design and deploy focused talent development initiatives to accelerate readiness of high potentials and strengthen succession pipeline.
* Develop & Execute “Quarterly and Annual Training Calendar” covering each role.
* Enhance adoption of digital learning

**KPIs**

* Training Coverage
* Training Programs Curation for critical skills
* Self-learning modules for identified trainings.
* Time to proficiency/perform.
* Participants’ Satisfaction Score
* Employee Engagement Score
* Stakeholders Satisfaction Score
* Training Effectiveness Score – L3/L4
* Knowledge Retention: Post Training KET score
* Digital Adoption
* Competency Matrix – all roles

**ESSENTIAL SKILLS**

* Strong consultative and diagnostic skills
* Ability to manage multiple projects to conclusion at once, with minimal guidance.
* Strong presentation and facilitation skills
* Proven experience of designing, developing, and delivering large-scale, cross-departmental programs and/or strategic change initiatives
* Research & Insights
* Persuasion and Influencing
* Project Management