

JOB PROFILE: Senior Enablement Manager

Job Title	Senior Enablement Manager
Date Reviewed	24/01/2024
Reporting to	VP of Business Operations
Level	5
Location	London

Role Overview

AVK is seeking an Enablement Manager to join our organization. As we experience record-breaking growth, we are focusing on processes and our tech stack as crucial elements for sustaining this growth. The Enablement Manager will play a vital role in ensuring we have comprehensive training programs and measurement systems, enabling teams to efficiently utilize the tools and software available.

The Enablement Manager will proactively collaborate with senior leadership to identify business challenges, prioritize, define the scope and approach for solutions, and execute these activities.

This role reports to the VP of Business Operations and is part of the team responsible for bridging technology, people, process, and data.

Experience

Essential

- Minimum of 2 years' experience in an enablement, coaching, or similar training role.
- Proven experience conducting training sessions for multiple teams with diverse personas.
- Demonstrated ability as a team player and in driving company values through enablement processes.
- Experience in developing gamification models to encourage adoption of new tech stack platforms.
- Skilled in training users at all levels on tech stack platforms.
- Proficiency in Salesforce is mandatory.

Bonus

- Experience with other tech systems such as Asana, Hibob, Microsoft Office, and Access Group.

- Background in construction, engineering, or power systems.

Key Responsibilities

- **Partnership with Senior Leadership:** Develop a deep understanding of senior leadership's training requirements to ensure high adoption and utilization of the AVK tech stack.
- **Create the AVK Enablement Roadmap:** Develop an enablement roadmap by gathering requests from senior leadership, prioritizing essential programs, and sharing updates quarterly.
- **Establish Enablement Framework:** Develop a uniform framework to track and measure the success of enablement programs and the roadmap.
- **Reviews, Retrospectives, and Feedback:** Gather and organize feedback on both the roadmap and training programs. Collaborate with the VP of Business Operations to integrate and learn from this feedback for future planning.
- **Enablement Systems Review:** Develop individual enablement programs for each of AVK's tech systems, to be used in new hire onboarding and ongoing training.
- **Knowledge Database Management:** Oversee the AVK knowledge base, creating guides, 'how-tos', and populating it with relevant content about AVK's tech stacks.
- **Collaborate with L&D/People Teams:** Work with L&D and people teams to help improve employee index scores.
- **Career Progression Planning:** Assist senior leadership in developing career progression plans that require enablement consultation.

Metrics for success

- Adoption and utilization scores for different AVK platforms.
- Co-ownership of time-to-value metrics for onboarding.
- Time-to-value for new systems implemented at AVK.
- Development and management of employee feedback scores on new systems and processes.