

Saudi Arabia Jobs Expertini®

Retail Talent & Education Manager

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Company: Sephora Arabia Limited

Location: Saudi Arabia

Category: other-general

Position

Retail Talent & Education Manager

Profile

Our Manifesto

At Sephora, we stand together, and we stand for something more. For empowerment, for exploration, for the opportunity to impact people's lives through the unlimited power of beauty. We embrace uniqueness, unleash creativity, and pursue progress every day. Sparked by energy and excitement, our passion is contagious. We are united by a common goal - to reimagine the future of beauty.

Reimagine your future, with Sephora.

Our Value Proposition

We have a powerful culture that fuses aspirations, uniqueness, authenticity and valued by each and every Sephora member:

These are the values:

Beauty & Beyond: We reimagine beauty by inspiring our customers, empowering people and helping them become the best versions of themselves.

Creativity Unleashed: We encourage exploration, innovation and having fun.

Endless Evolution: At Sephora you are empowered to choose your own path and accelerate your growth.

Boldly Authentic: We celebrate diversity and embrace your unique and winning spirit.

Position Purpose

Lead and develop the KSA Education team.

Roll out the Sephora University Middle East strategy and programs in KSA.

Be a key business partner for the Retail leaders and store management for the development of Sephora KSA front liners.

Support marketing initiatives specific to Sephora KSA.

Lead the deployment of all leadership learning and programs in KSA.

Support People partners and Retail leaders in the development, assessment, career building and succession planning of the Retail team.

Key Accountabilities

Management of Learning & Education in KSA

Collaborate with the Sephora University Middle East Director to define and cascade the KSA yearly education plan for Retail, Beauty, Brands, Leadership and Digital.

Collaborate with both the Beauty Education Manager and the Retail & Leadership Education Manager in rolling out education initiatives and priorities in KSA.

Overview the KSA training calendar and budget and articulate training priorities, modules' launches and other training projects as per KSA business focus and priorities.

Ensure alignment of all KSA training initiatives with KSA management and business partners.

Ensure learning and education is reaching the front liners from all Sephora KSA stores.

Team Management

Management of a team of 8 (based in both Jeddah & Riyadh).

Support in growth and development of all team members.

Support growth of KSA talents and KSA-based PRO Team members.

Leadership Learning & Education

Responsible for delivering all Leadership-related training modules, in-class and/or digitally in KSA.

Support identification, coaching and development of key leaders.

Follow up on knowledge growth, skills acquisition, and implementation at store level.

Partner closely with cross-functional business partners: Retail & Leadership Education

Manager – tight collaboration in launching Leadership modules. Retail – align on business & support needed at store level. HR – support the career evolution of KSA Sephora leaders.

KSA Retail, Beauty & Brand Learning & Education

Support the KSA Education team in building their training plan and calendar.

Monitor training delivery of KSA Trainers (focus on on-boarding, Makeup, Skincare & Omnichannel).

Ensure the implementation of cross-category culture and knowledge.

Support and ensure coaching of the front liners and implementation of certification process.

Lead the learning and development of the KSA Experts' communities for all the categories.

Manage yearly assessments and calibration of KSA talents – all categories.

Ensure growth of expertise and promotion of talents, in line with HR and business needs.

Strong collaboration with Retail leaders to align on needs and priorities at all time and KSA HR to provide development, feedback, and support all front liners.

Skills, Experience and Personality

The successful candidate should have minimum 7+ year experience in a similar role, managing education and leading a large number of trainers. Having experience in delivering advanced leadership programs is a must. Having worked in a retail environment is a plus. Both Arabic and English are required.

The ideal candidate will have good management, communication, presentation, and organization skills. She/he must be very structured, agile and flexible, able to cope and manage different projects, dealing with various business partners. Able to give and receive feedback. It is essential that they have a passion for people with the ability to think creatively and are self-motivated to work independently.

It is key that they have fully understand the business needs and adapt to the requirements

and work with the different departments of Sephora Middle East HQ, high level of energy, enthusiasm, and motivation.

Most importantly, the candidate needs to live and breathe the Sephora Culture, DNA and Employee Value propositions (EVP). They need to have excellent authentic communication, strong confidence, leadership and influencing skills and be energized by working in a fast paced, dynamic environment.

Most importantly, She/he needs to live and breathe the Sephora Culture, DNA and Employee Value propositions (EVP) with a passion for people and making a difference.

She/he need to have excellent authentic communication and influencing skills and be energized by working in a fast paced, dynamic environment.

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