

Who we are:

Transportation is so basic that many of us overlook its overwhelming importance in our daily lives. Practically everything used in our homes, offices, or schools across Tennessee – from furniture to food items to clothing – requires a large and complex transportation network. The Tennessee Department of Transportation provides citizens of Tennessee and travelers with one of the best transportation systems in the country. TDOT is a multimodal agency with responsibilities in building and maintaining roads, aviation, public transit, waterways, railroads, cycling and walking. Our involvement ranges from airport improvements to funding transit buses to planning for river ports.

The Department of Transportation has approximately 3,500 employees with four statewide region facilities in Knoxville, Chattanooga, Nashville, and Jackson.

Role of the Human Resources Division:

The TDOT Human Resources division sets the vision and strategic direction for developing TDOT's greatest assets – our people. The division empowers the organization by ensuring the effectiveness and advancement of individual employees and the organization. The division develops, implements, and supports policies and procedures that reflect equal opportunity, diversity, and our values and principles. The division provides organizational planning, workplace operations, technology integration, talent progression, and resource development to create a workplace where people and industry thrive.



Human Resources Headquarters Learning and Development Team Lead

Human Resources Division – People and Talent Development Section
Nashville, TN
\$103,848 annually

Job Overview

The Human Resources (HR) Headquarters (HQ) Learning and Development Team Lead will lead, mentor, and train the HQ Learning and Development Team through empowerment, communication, and delegated authority. This position will develop work plans that align with the People and Talent Development Section's strategic vision and will effectively delegate authority and responsibility, while ensuring the availability of resources for their employees to be successful. This position oversees the development and implementation of statewide training and talent development strategies, supporting a matrix organization, and providing direction to technical staff involved in delivering organizational competency and leadership training to TDOT employees. The HQ Learning and Development Team Lead will lead the Bureau of Administration's (BOA) Non-technical and Technical Training Program while assisting the Bureaus of Engineering (BOE) and Planning (BOP) with their respective technical training programs as a Subject Matter Expert (SME). The position reports to the HQ HR People and Talent Development Manager.

This position will lead the development of policies, training, procedures, manuals, and governance for statewide learning and development programs, managing methodologies, tools, resources, and guidelines across areas, including Talent Development, Organizational Development, Knowledge Management, Succession Planning, and Performance Management. This role includes supervising technical staff, implementing performance plans and schedules, and managing budgets to ensure accountability and expected outcomes. The HQ Learning and Development Team Lead will also research and integrate national best practices into programs to promote innovation and efficiency in assigned responsibilities, while ensuring quality assurance to achieve program effectiveness.

Essential Job Responsibilities

Manage resources, staff utilization, and HQ's training budget allocation to provide mandatory, requested, and approved talent development opportunities.

Integrate quality management standards into all work products, processes, and services in compliance with Quality Assurance guidelines. Identify and take necessary actions to achieve strategic vision and goals, ensuring intended outcomes for scope, schedule, and budget while enhancing quality in coordination with leadership expectations.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process.

Lead the HQ Learning and Development Team in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Define and communicate performance goals and measures, implement an employee feedback process, and provide effective performance evaluations that foster a culture of trust. Support effective performance management as part of a strategic approach to creating and sustaining improved performance within the HQ Learning and Development Team.

Research and implement national best practices as it relates to learning and development programs, processes, and procedures. Incorporate research and evaluations to implement emerging processes, technologies, and learning strategies that will improve employee performance, foster career growth and development, enhance employee engagement and retention, promote a culture of leadership and learning, and improve efficiency, effectiveness, sustainability, and safety, in collaboration with TDOT Leadership and TDOT's Information Technology Division. Participate in peer exchanges with State and local governments and applicable industry partners for key insights and collaboration.

Manage external partners, including developing and advising on contract scopes of work, negotiating contracts/grants, reviewing consultant contract/grant invoicing, managing contract/grant tasks, completing vendor performance evaluations, and overseeing the delivery of procured products and services. Partner with internal and external key stakeholders and SMEs to employ traditional, in-person training programs and educational initiatives, and web-based learning and development solutions directly aligned with business goals and/or performance gaps.

Provide direction to the HQ Learning and Development Team as part of a matrix structure, creating policies, procedures, guidelines, and performance metrics and implementing technology needs in collaboration with TDOT's IT Division, to ensure compliance with all applicable federal and state HR requirements, laws, regulations, policies and standards.

Assist and collaborate with the HQ Learning and Development Team, BOE and BOP Training Providers to ensure that the development of work products and services are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

- Bachelor's degree in Human Resources, Organizational Development, Education, Instructional Design, Industrial/Organizational Psychology, or related field
- 5 years of combined demonstrated competency in developing, executing, and maintaining learning and development programs

Preferred Qualifications

- Association for Talent Development (ATD) Certified Professional in Talent Development
- Society for Human Resource Management (SHRM) Certified Professional
- Human Resource Certification Institute (HRCI) Professional in Human Resources or Senior Professional in Human Resources credential
- At least 5 years of broad learning and development experience, spanning each phase of the ADDIE instructional design process to include needs analyses, design and development of curriculum, curriculum delivery, and learning evaluation in accordance with Kirkpatrick's evaluation model

- At least 3 years of leading people
- At least 3 years of leading learning and development programs in accordance with adult learning principles
- At least 2 years of curriculum development using Adobe Captivate, Articulate Storyline, or similar e-learning platforms
- At least 2 combined years of web-based synchronous and asynchronous instructional delivery

Ideal Candidate

The HQ Learning and Development Team Lead is pivotal in supporting TDOT employees' career growth by providing a structured and continuous learning and development pathway. They have a high degree of emotional intelligence and build strong relationships with leadership, team members, customers, and stakeholders. The HQ Learning and Development Team Lead is driven by a passion for leading people, collaboration, and learning. They thrive in a dynamic matrix environment, where they serve as an agile functional and project leader, advocating actively for their team's learning and development needs to ensure alignment with organizational goals. The HQ Learning and Development Team Lead brings a balanced blend of strategic vision, empathy, and technical skill to the role, setting the tone for a learning-focused culture within the organization while effectively advocating for their team's needs and growth opportunities.