

Learning and Development

Role and Task Descriptions

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Human Resources

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Year 2: Learning and Development Officer

The Learning and Development Officer supports the learning and development manager in the planning, coordination and execution of learning and development activities within the organization. They assist in identifying training needs, designing training programs and ensuring that employees have access to relevant learning opportunities. The roles and tasks include:

1. Training Needs Assessment:
 - a. Assisting in the assessment of training needs through surveys, interviews, and analysis of performance data to identify gaps and areas for improvement.
2. Training Program Development:
 - a. Collaborating with the Learning and Development Manager and subject matter experts to design and develop training programs, materials, and resources that align with organizational goals and meet learning objectives.
3. Training Delivery:
 - a. Coordinating logistics and scheduling for training sessions, workshops, seminars, Assisting in the facilitation of training activities and providing logistical support to ensure smooth delivery.
4. Learning Management System (LMS) Support:
 - a. Provide support in the administration of the organizations LMS, including assisting with content uploads, user management, and troubleshooting technical issues.
5. Training Evaluation:
 - a. Supporting the evaluation of training effectiveness by collecting feedback, analyzing evaluation data, and preparing reports on training outcomes and participant satisfaction.
6. Talent Development Initiatives:
 - a. Assisting in the implementation of talent development programs, including mentorships programs, career development.
7. Compliance Training:
 - a. Supporting the coordination and delivery of compliance training programs to ensure that employees receive necessary training on legal and regulatory requirements.
8. Administrative Support:

- a. Providing administrative support to the Learning and Development team, including maintaining training records, managing training calendars, and processing training-related documentation.
9. Stakeholder Communication:
 - a. Liaising with internal stakeholders, such as department managers and employees, to communicate training opportunities, gather input on training needs, and promote a culture of learning and development.
10. Professional Development:
 - a. Engaging in continuous professional development to stay updated on industry trends, best practices and new technologies in learning and development.

Top characteristics for this role:

- Strong leadership and team management skills.
- Excellent organizational skills and multitasking abilities.
- Administrative skills and knowledge of Microsoft 265
- Exceptional communication and interpersonal skills.
- Proficient in technology, including online creation skills, etc.

Related Learning Outcomes:

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating innovative solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

Year 3: Learning and Development Manager

The Learning and Development Manager is responsible for designing, implementing, and overseeing learning and development initiatives within the organization. You play a crucial role in ensuring that students have the necessary skills and knowledge to perform their jobs effectively and contribute to the overall success of the company. The roles and tasks include:

1. Training Needs Analysis:
 - a. Conducting assessments to identify the learning needs and skill gaps within the organization, both at the individual and team levels.
2. Training Program Design:
 - a. Developing comprehensive training programs that align with the organization's goals and objectives. This involves selecting appropriate delivery methods, content development, and designing engaging learning materials.
3. Training Delivery:
 - a. Facilitating training sessions, workshops, and seminars either personally or coordinating with external trainers and subject matter experts. Ensuring that training sessions are delivered effectively and meet the learning objectives.
4. Learning Management System (LMS) Administration:
 - a. Managing the organization's LMS, including overseeing content uploads, tracking employee progress, generating reports, and ensuring the system is user-friendly and up to date.
5. Performance Evaluation:
 - a. Monitoring and evaluating the effectiveness of training programs through feedback mechanisms, assessment results, and post-training evaluations. Making necessary adjustments and improvements based on feedback and performance data.
6. Talent Development:
 - a. Identifying high-potential students and creating tailored development plans to nurture their skills and talents, thereby supporting succession planning and career progression within or outside of the organization.
7. Compliance Training:
 - a. Ensuring that employees receive necessary compliance and regulatory training, such as safety, diversity and

harassment prevention, to maintain legal and ethical standards within the workplace.

8. Budget Management:
 - a. Developing and managing the learning and development budget including allocating resources effectively and seeking cost-effective training solutions.
9. Stakeholder Collaboration:
 - a. Collaborating with various stakeholders, including department heads, HR personnel, and external training providers, to understand organizational needs, gain support for learning initiatives, and ensure alignment with business objectives.
10. Stay Updated:
 - a. Keeping abreast of industry trends, best practices, and emerging technologies in learning and development to continuously improve training programs and delivery methods.

Top characteristics for this role:

- Strong leadership and team management skills.
- Excellent organizational skills and multitasking abilities.
- Financial acumen and budget management experience.
- Exceptional communication and interpersonal skills.
- Proficient in technology, including online creation skills, analytical skills, etc.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

