

JOB DESCRIPTION – ASSISTANT MANAGER – LEARNING & DEVELOPMENT

Job Title: Assistant Manager – Learning & Development

Department: Human Resources / Learning & Development

Reporting To: Learning & Development Manager

Location: Bangalore



Position Purpose

The Assistant Learning & Development Manager supports the planning, coordination, and execution of learning and development initiatives across the resort. This role focuses on enhancing employee capability, service excellence, leadership development, and compliance training while aligning learning programs with hotel/resort operational goals and luxury hospitality standards.

Key Responsibilities

Training & Development

- Assist in developing and implementing annual training plans and learning calendars.
- Coordinate induction and onboarding programs for new associates.
- Conduct and facilitate training sessions on:
 - Brand standards
 - Service excellence
 - Guest experience
 - Communication skills
 - SOPs and operational procedures
 - Leadership and supervisory skills
- Support departmental trainers and monitor training effectiveness.
- Maintain training materials, presentations, and learning resources.

Performance & Capability Development

- Identify learning needs through training needs analysis (TNA).
- Support performance improvement initiatives through coaching and development plans.
- Assist in succession planning and talent development programs.
- Track employee development and certification progress.

Compliance & Quality Training

- Ensure completion of mandatory training programs including:
 - Health & safety
 - Food safety and hygiene
 - Fire and life safety
 - Workplace conduct and compliance standards
- Maintain audit-ready training records and reports.
- Support hotel quality assurance and brand audit requirements.

Learning Administration & Reporting

- Maintain employee training records and Learning Management System (LMS) data.
- Prepare monthly training reports, attendance records, and KPI dashboards.
- Monitor training hours, participation rates, and training effectiveness.
- Coordinate external training vendors and learning partners when required.

Employee Engagement & Culture

- Promote a learning culture across the hotel.
- Support employee engagement initiatives and recognition programs.
- Assist in organizing workshops, team-building activities, and leadership events.
- Encourage cross-functional learning and career development.

Qualifications

- Bachelor's degree in Human Resources, Hospitality Management, Business Administration, or related field.
- Certification in Training, Learning & Development, or HR preferred.
- 4–6 years of experience in Learning & Development, Training, or HR within hospitality, preferably in a luxury or 5-star hotel environment.

Skills & Competencies

- Strong training facilitation and presentation skills
- Knowledge of luxury hospitality service standards
- Excellent communication and interpersonal skills
- Training needs analysis and coaching capability
- LMS and MS Office proficiency
- Organizational and reporting skills
- Stakeholder management and teamwork
- Problem-solving and attention to detail

Key Performance Indicators (KPIs)

- Training completion and compliance rates
- Employee training hours
- Training effectiveness scores
- Guest service improvement indicators
- Audit and compliance results
- Internal promotion and talent development metrics

Working Conditions

- Flexible working hours based on hotel operations.
- May require weekend, evening, or holiday support for training programs and operational needs.

Employee Signature**HR Signature**