

JOB DESCRIPTION – MANAGER / ASSISTANT MANAGER – LEARNING & DEVELOPMENT – LEARNING & DEVELOPMENT

Job Title: Assistant Manager – Learning & Development

Department: Human Resources / Learning & Development

Reporting To: Resort Manager (Dotted Line: Corporate L&D Manager)

Location: Chikmagalore



To support the learning and development function at the resort by planning, coordinating, and delivering training initiatives that enhance employee capability, service excellence, compliance, and guest experience standards. The role ensures implementation of corporate learning programs while addressing the resort's operational training needs.

Key Responsibilities

Training & Development

- Implement the annual training calendar and learning initiatives at the resort.
- Conduct induction and orientation programs for new associates.
- Facilitate training sessions on:
 - Brand Standards
 - Guest Service Excellence
 - SOPs and Operational Procedures
 - Communication & Soft Skills
 - Leadership & Supervisory Skills
 - Resort-specific operational standards
- Coordinate with Department Heads to identify training requirements.
- Monitor departmental training activities and trainer effectiveness.
- Maintain and update training materials and learning resources.

Performance & Capability Development

- Conduct Training Needs Analysis (TNA) for departments.
- Support employee development and skill enhancement programs.
- Track certification status and developmental progress of employees.
- Assist managers in creating coaching and development plans for team members.
- Support talent development and succession planning initiatives.

Compliance & Mandatory Training

- Ensure completion of mandatory training programs, including:
 - Health & Safety
 - Fire & Life Safety

- Food Safety & Hygiene
- POSH and Workplace Conduct
- Environmental & Sustainability Practices
- Maintain training records for audits and compliance reviews.
- Coordinate with department heads for statutory and brand compliance training.

Learning Administration & Reporting

- Maintain employee training records and attendance.
- Update Learning Management System (LMS) and training databases.
- Prepare monthly training reports and KPI dashboards.
- Track training hours, participation levels, and effectiveness scores.
- Coordinate external trainers, consultants, and learning partners.

Employee Engagement & Culture

- Drive a culture of continuous learning across the resort.
- Support employee engagement initiatives, recognition programs, and cultural activities.
- Organize training events, workshops, and team-building activities.
- Promote cross-functional learning and multiskilling initiatives.

Qualifications

- Bachelor's Degree in Human Resources, Hospitality Management, Business Administration, or related field.
- Certification in Learning & Development or Training preferred.
- 3-5 years of experience in Learning & Development, Training, or HR within hospitality, preferably luxury resorts/hotels.

Skills & Competencies

- Training facilitation and presentation skills.
- Knowledge of hospitality service standards.
- Strong communication and interpersonal skills.
- Training Needs Analysis (TNA) and coaching skills.
- LMS and MS Office proficiency.
- Reporting and data analysis skills.
- Stakeholder management.
- Planning and organizational ability.

Key Performance Indicators (KPIs)

- Training completion rate.
- Mandatory compliance training completion.
- Employee training hours per month.
- Training effectiveness scores.

- Guest satisfaction improvement linked to service training.
- Audit and compliance scores.
- Internal promotions and cross-training achievements.

Working Conditions

- Based at the resort property.
- Flexible working hours depending on operational requirements.

May require weekend, evening, or holiday support during peak operations and training programs.

Employee Signature

HR Signature