

JOB DESCRIPTION –MANAGER – LEARNING & DEVELOPMENT

Job Title: Manager – Learning & Development

Department: Human Resources / Learning & Development

Reporting To: Chief Operating Officer

Location: Bangalore



Position Purpose

The Learning & Development Manager is responsible for driving the resort's learning culture by designing, implementing, and evaluating training and development initiatives that enhance employee capability, service excellence, leadership effectiveness, and guest satisfaction. The role ensures all learning interventions align with the resort's brand standards, operational goals, and luxury hospitality service expectations.

Key Responsibilities

Learning Strategy & Training Management

- Develop and execute the annual Learning & Development strategy and training calendar in alignment with business objectives.
- Conduct comprehensive training needs analyses across all departments.
- Design, implement, and continuously improve learning programs for operational, supervisory, and managerial employees.
- Manage and maintain the resort's training budget and resources effectively.
- Establish learning metrics and monitor training effectiveness through assessments, feedback, and performance indicators.

Orientation & Onboarding

- Facilitate engaging orientation programs for all new colleagues.
- Ensure all new hires receive comprehensive induction on company culture, policies, procedures, and service standards.
- Monitor onboarding effectiveness and support successful integration of new employees.

Service Excellence & Brand Standards

- Lead initiatives that reinforce luxury hospitality standards and exceptional guest service.
- Deliver training programs focused on guest engagement, emotional intelligence, service recovery, upselling, and personalized experiences.
- Ensure departmental compliance with brand and operational standards.
- Support mystery audit preparation and action planning.

Leadership Development

- Design and facilitate leadership development programs for supervisors, assistant managers, and department heads.
- Identify high-potential employees and support succession planning initiatives.
- Provide coaching and mentoring to managers and emerging leaders.
- Partner with department leaders to create individual development plans.

Performance & Talent Development

- Collaborate with department heads to identify competency gaps and developmental opportunities.
- Support performance management processes through targeted learning interventions.
- Track employee development progress and recommend advancement opportunities.
- Facilitate cross-training and career development programs.

Compliance & Mandatory Training

- Ensure completion of all statutory, health & safety, security, hygiene, and compliance-related training.
- Maintain accurate training records, certifications, and audit documentation.
- Coordinate emergency response and workplace safety training programs.

Employee Engagement & Culture

- Promote a culture of continuous learning and professional growth.
- Organize learning campaigns, workshops, engagement activities, and recognition programs.
- Support employee satisfaction and retention initiatives through development opportunities.
- Drive colleague wellness and development initiatives where applicable.

Learning Systems & Administration

- Manage Learning Management Systems (LMS) and training records.
- Generate monthly and quarterly training reports for management review.
- Maintain training materials, SOPs, manuals, and learning resources.
- Monitor training compliance and completion rates across departments.

Financial Responsibilities

- Prepare and manage the annual training budget.
- Optimize training expenditures while maintaining learning quality.
- Evaluate training ROI and business impact.
- Negotiate and coordinate with external training providers and consultants when required.

Qualifications

- Bachelor's degree in Human Resources, Hospitality Management, Business Administration, or related field.
- Certification in Training, Learning & Development, or HR preferred.
- 8–10 years of experience in Learning & Development, Training, or HR within hospitality, preferably in a luxury or 5-star hotel environment.
- At least 3 years in a managerial L&D role within a luxury hotel or resort environment.
- Experience in 5-star hospitality operations is strongly preferred

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 hours per employee
- Training completion and compliance rates
- New hire onboarding effectiveness
- Guest satisfaction and service quality metrics
- Employee engagement scores
- Internal promotion ratio
- Leadership bench strength
- Learning program effectiveness scores
- Employee retention rates
- Audit and brand standard compliance results

Working Conditions

- Flexible working hours based on operational requirements.
- Availability to conduct training across shifts, weekends, and public holidays when necessary.
- Frequent interaction with all departments including Rooms Division, Food & Beverage, Culinary, Spa, Recreation, Engineering, Security, and Administration.

Employee Signature**HR Signature**