

Assistant Manager, Learning and Development

Reporting To:	General Manager & Corporate Learning and Development Partner
Functional:	Learning and Development
Scope:	Unit
Grade:	As per Unit Grades
Supervises:	Unit Human Resources, Training & Development & Loss Prevention Team

Main internal contacts	General Manager
	Unit HODs
	Various Teams in Corporate Head Quarter
Main external contacts	Vendors
	Consultants
	Contractors
	Govt. Official
	Local bodies

Main objective / Context

As the Assistant Manager, Training, you will play a key role in the learning and development initiatives of our organization. You will assist in designing, implementing, and evaluating training programs to enhance the skills, knowledge, and performance of our employee

Main responsibilities & duties

- ▶ Partner with department heads to understand the training needs and develop comprehensive training plans.
- ▶ Collaborate with the Training Manager and other stakeholders to assess training needs and develop training plans aligned with organizational goals and objectives.
- ▶ Assist in designing and delivering engaging and interactive training sessions, workshops, and presentations using a variety of instructional techniques and tools.
- ▶ Coordinate training logistics, including scheduling, venue arrangement, materials preparation, and participant registration.

- ▶ Support the development of training materials, manuals, and resources, ensuring accuracy, relevance, and effectiveness.
- ▶ Conduct training needs assessments and evaluations to measure the impact and effectiveness of training programs, and make recommendations for improvement.
- ▶ Provide feedback and coaching, maintaining trainings records and documentation, including attendance, evaluations and certifications, in compliance with organizational policies and regulatory requirements
- ▶ Stay support the implementation of learning management system (LMS) and other training-related technology platforms to streamline training administration and delivery.
- ▶ Assist in managing vendor relationships, contracts, and budgets for training services and resources.

Qualifications:

- ▶ Bachelor's degree in Human Resources, Business Administration or a related field.
- ▶ 5 Years of experience in training and development.
- ▶ Strong knowledge of adult learning principles, instructional design methodologies, and training evaluation techniques.
- ▶ Excellent presentation, facilitation, and communication skills, with the ability to engage and inspire learners of diverse backgrounds and skill levels.
- ▶ Proficiency in Microsoft Office Suite and experience with training software and tools (e.g., LMS, authoring tools).

Technical skills

Business Skills	Strong organization and time management skills Excellent eye for detail and ability to work independently in tight deadlines Innovative self-starter who is highly creative with excellent interpersonal skills Ability to develop strong and influential relationships at all levels of the Unit. Ability to work collaboratively and build relationships with employees across levels in the Unit.
Computer Skills	Advanced PC skills including Word, Excel, PowerPoint and Outlook.
Communication Skills	Demonstrated effectiveness in written and verbal communication, local language of state of posting
Business Travel	As and when required. Approximately 10% of the time.

Education/Experience

Education	Master's/Bachelor's degree in Human Resources, Social Work, Labour Relations or Business.
Experience	<p>Proficiency in Microsoft Office applications and Human Resources Information Systems/ PMS system.</p> <p>Has worked in same portfolio for approx. 1-2 Yrs in past.</p> <p>Experience with creating a culture of engagement, collaboration and teamwork.</p> <p>Capable of compiling and analysing all the data related to HR & Learning Services.</p>

FPHL Leadership competencies

STRATEGIC MINDSET	<ul style="list-style-type: none"> • Demonstrates foresight • Demonstrates conceptual ability • Displays ability to sense emerging changes. • Spots trends and patterns and identified key issues from a mass of data/information. • Grasps information quickly; picks up nuances, subtleties. • Understand hoe his/her role impacts others in the function. • Displays a logical thought process in day to day operations. • Information from diverse sources to make effective ground level decisions. • Recognises implications of decisions and alternatives.
CUSTOMER FOCUS	<ul style="list-style-type: none"> • Can see things through the “eyes of the customers.” • Is aware of internal and external customer needs. • Has a fair understanding of the business. • Looks at work issues from the customers’ point of view. • Is always pre-occupied with delivering the value preposition of the business. • Displays an understanding of the existing infrastructure, processes and tools used to deliver quality products and services.

	<ul style="list-style-type: none"> • Is able to discern the various elements of the company's competitive vis a vis competition
<p>MAKING THINGS HAPPEN</p>	<ul style="list-style-type: none"> • Energetic, competitive, persuasive and results oriented. • Has knowledge of internal and external resources. • Come up with fresh ideas. • Demonstrates a high degree of preparedness. • Displays a good planning, organizing, prioritizing and monitoring skills. • Displays cost consciousness and an overriding desire to get best value for money spent. • Takes regular feedback and guidance to successfully achieve planned outcomes. • Exhibits initiative in taking on higher responsibilities and works beyond his area. • Contributes meaningfully to discussions involving his/her area. • Uses mistakes as learning opportunities. Is open to feedback. • Enhance knowledge /skills base on an ongoing basis. • Execute all relevant compliances and documentation within prescribed schedules.
<p>LEADING CHANGE</p>	<ul style="list-style-type: none"> • Enthusiastic about changes • Is imaginative • Thinks out of the box • Can quickly comprehend the need for the change. • Open minded when presented with the new perspectives. • Is comfortable with and gets used to new situations easily. • Is able to identify and remain focused to achieve desired results even in unstructured situations. • Asks questions. Challenges and suggests alternatives and more effective ways executing tasks. • Listens attentively. Shares appropriate information. • Relates to people at all levels.
<p>PEOPLE LEADERSHIP</p>	<ul style="list-style-type: none"> • Participative, open minded and receptive • Understands the needs/interests and attitudes of others. • Is perceptive of non-verbal behaviour. • Is confident but not arrogant. • Involves in the resolution of problems. • Brings energy and direction to activities. • Shares experiences and information with team members. • Demonstrates commitment to the team and supports team decisions

STAKEHOLDER MANAGEMENT

- Understands the expectations and desires of various partners (property Owners and Owning Boards) and translates them effectively into business goals.
- Displays thorough understanding of business goals and alignment with these.
- Nurtures strong business partner relationships with key vendors/suppliers at a strategic level.
- Maintains a valuable network of contacts across business areas to drive and support initiative.
- Maintains a healthy and on-going professional relationship with OB representative and ensures open communication.
- Is able to safeguard company interest while managing Owners tactfully.