

Learning and Development Officer

Job Description

The Learning and Development Officer will help with on-boarding new employees to the company and the ongoing, long-term improvement of skills, enabling them to fulfil their potential within our organisation.

Key responsibilities:

- To engage and assess all new employees joining the company through the OmniServ induction programme.
- To design and deliver any mandatory workshops to meet business needs.
- To facilitate refresher training workshops on mandatory subjects.
- To design and roll out training programmes for new HAL and OmniServ initiatives using a variety of methodology.
- To provide continual coaching where required to reinforce OmniServ standards through on the job coaching or workshops.
- To provide feedback to Team Leaders, Supervisors and Managers on performance.
- To develop and maintain training documentation and materials for a range of courses.
- Identify training needs across the operation.
- Maintain training records to ensure performance standards are adhered to and that compliance targets are met.
- Evaluation of training programmes and revising as necessary.
- Building relationships with Terminal Managers to better understand training needs and solve any training issues.
- Maintaining a solid knowledge base in OmniServ's operational practices.
- Keep up to date with developments and trends in training.
- Have an understanding of e-learning techniques and being involved in the design and/or delivery of e-learning packages.
- Support the operation with probation management as and when necessary

Qualifications and experience:

- At least 1 year experience in a Learning & Development role that includes classroom facilitation.
- Level 3 Award in Education and Training or equivalent (or to be working towards)
- Airport experience desirable but not essential.

Person profile:

- A desire to develop people
- Ability to work well individually and as part of a team
- Good at building relationships at all levels from senior management to new recruits
- Excellent communicator, verbal and written
- Motivated and focused to deliver individual, team and company goals
- Solid organisational skills, attention to detail and demonstrate a high level of quality in all work areas
- Proactive and with the ability to problem solve