



## **JOB DESCRIPTION**

**JOB TITLE:** Learning & Development Manager

**LOCATION:** Heathrow Airport - with travel required

**REPORTING TO:** Head of Learning & Development

**DIRECT REPORTS:** Learning & Development Practitioners Nationwide.

The postholder will have responsibility to ensure that the organisation is gaining maximum value from all operational and leadership learning and associated systems. This role has the ability to directly impact business performance through interventions and initiatives that will impact OmniServ employees at Operational and Supervisory level.

### **Main accountabilities include:**

- Working closely with regional operational teams, utilising the most appropriate structures, tools, approach and delivery models to address operational training business challenges and requirements.
- Ensuring the learning and development training records and “Skills Matrices” are properly maintained.
- Managing the performance and developing the skill sets of L&D Practitioners.
- Managing training processes against industry legislation and practice to ensure compliance.
- Actively involved in the development, implementation & ongoing maintenance of all centrally managed operational learning content.
- Providing the regional operational teams with visible and “hands on” guidance & support for all learning.
- Ensuring appropriate policies, processes and manuals are incorporated into operational training material to ensure our operational employees are trained to carry out their job function.
- Actively monitoring the delivery standards of training practitioners across the network.
- Ensuring training practitioners have relevant external certification and accreditation to train to required subject matter.
- Working with the subject experts to ensure learning material is current and meets business need and requirements.
- Collaborating with internal and external stakeholders to facilitate new learning techniques, upgrades and enhancements to our training syllabus.
- Oversee the development and implementation of digital learning innovation.
- Proactively work with operations and training practitioners to identify gaps within our current learning portfolio and ensure corrective action.
- Manage the reporting of completed training, upcoming training events & compliance adherence on a monthly basis.
- Actively promote and support the effective management of building and maintaining customer/client relationships.

- Maintain an interest in innovative L&D industry developments to ensure OmniServ remains a step ahead of our competitors.
- Where required participating or leading key change initiatives/programme's.
- Identifying synergies with our customers and the business units to ensure best practice and a consistent approach to learning.

**Qualifications and Experience:**

- Strong working knowledge of Learning within Aviation.
- Experience in working as a Learning and Development Manager.
- Knowledge and familiarity of Safety, Operational, Compliance protocols.
- Proven track record in working as a L&D Project Lead.
- Experience in managing the full training cycle.
- Experience of managing L&D practioners remotely.
- Knowledge and experience of learnings systems and L&D reporting.
- Excellent written and interpersonal skills.
- Commercially aware, a business leader able to communicate the success of the Learning Department both internally and externally.
- Robust, collaborative team player with the ability to engage at all levels.
- Output orientated and business focused.
- IT literacy and ability to quickly gain a working knowledge of new technology.
- Holder of (or working toward) a recognized L&D Qualification (CIPD, TAP etc)
- Holder of a current Certified Instructor Number (CIN) under the category of "Ground"