



JOB DESCRIPTION

JOB TITLE: Training & HR Officer

DEPARTMENT: Human Resources

RESPONSIBLE TO: Group HR Manager

PRIMARY PURPOSE OF JOB

To manage the learning and professional development of staff within Southwater Event Group, taking the lead on co-ordinating and delivering training activities to meet the needs of the business, and to assist the wider HR department in managing staff issues.

Summary of Duties and Responsibilities

Group Training

1. To work alongside the Group HR Manager in developing a training and development strategy and plan that fits the business as a whole to ensure that all training needs are met and delivered within appropriate timescales across the Group.
2. To work alongside the Group HR Manager in drawing up the training budget and plan.
3. To work with HOD's / Managers across the Group to identify training needs within their departments and plan, co-ordinate and deliver accordingly within appropriate timescales.
4. To design and develop training and development programmes based on both the organisation's and individual's needs with one of the main priorities being to deliver effective customer service training across the Group.
5. Where appropriate, to source/recommend external trainers ensuring budgets are adhered to and training planned is delivered in accordance with business commitments.
6. To review current in-house training and development programmes and recommend and implement changes as appropriate. This will include reviewing the Induction and Supervisory Skills training programmes as a priority.
7. To plan and develop strategies related to employee development and succession planning across the Group which are specific, measurable, achievable, results orientated and time activated.
8. To develop and encourage cross-Group working and look at ways in which staff can gain a better understanding of the Group i.e. develop secondment opportunities where appropriate.
9. To work with managers in producing programmes that meet the needs of the business and implement plans to deliver training within appropriate timescales.
10. Ensure statutory training requirements are met.
11. To evaluate training and development programmes.

12. To keep abreast of developments in training by reading relevant journals, going to meetings/networking events and attending relevant courses.
13. To have an understanding of e-learning techniques.
14. To build effective working relationships with local training providers and ensure best value for money is achieved where external providers are required in delivery of training.
15. To provide reports on training planned, delivered and analyse evaluation forms to ensure effectiveness of training delivered and recommend/implement actions as appropriate.
16. To work alongside the HR team in improving the IIP standard as maintained by the properties within Southwater Event Group and to make recommendations in how the Group maintains the standard going forward.
17. To maintain school/college/educational bodies contacts and arrange/oversee all work experience and industrial placements/mentoring schemes, ensuring compliance with young persons legislation/H&S/restrictions, ensuring all appropriate paperwork has been completed on behalf of the hotel/body.
18. To ensure that First Aid training across the Group is co-ordinated and delivered within the appropriate timeframes and cost.
19. To arrange/oversee all statutory fire/H&S training as required in line with the department training plan in house and with any outside Companies used.
20. To undertake all administration for training and development and ensure it is completed and filed accordingly.
21. To continually review training paperwork and recommend and implement appropriate training records to ensure standardisation across the Group.
22. To spot check/ audit training records across the Group ensuring on-the-job training is completed in a timely manner and relevant paperwork is completed.

Group HR

23. To support the HR department in implementing new policies and procedures across the Group and suggest / implement improvements in the way in which the department is run.
24. To deputise for HR colleagues in their absence as and when required and manage any staff issues as appropriate.
25. To assist the HR department in administrative duties ie starters/leavers, payroll paperwork, etc.
26. To ensure effective communication between you and the HR team as appropriate at all times to ensure everyone is up to date with current HR issues.
27. In conjunction with the Group HR Manager and wider HR team to strive to achieve best practice within the HR and training function, ensuring you are up to date with current changes to practice/legislation through publications, journals, EEF, etc.
28. To work as part of the wider HR function on projects and recommend changes to the ways in which we work to ensure highest level of standards and professionalism at all times.

Other

29. To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
30. To act in accordance with all Health and Safety and hygiene regulations and to adhere to the Company's health and safety policy.
31. To attend all training as and when requested.
32. To arrive at work at the correct time and in appropriate professional business suits ensuring always well turned out as to the hotel grooming standards.

Person Specification

1. Previous experience in a pure training capacity particularly within a customer facing environment and preferably within the conference/hotel industry.
2. Previous experience within a HR environment dealing with recruitment and employee relations issues.
3. An enthusiastic, motivated and passionate trainer with the ability to deliver high quality and professional training programmes.
4. Dynamic and forward thinking individual.
5. Able to work on own initiative whilst still being a strong team player.
6. Excellent organisational and prioritisation skills.
7. Excellent listening skills.
8. Flexible and adaptable to any situation.
9. Able to think on your feet.
10. Preferably CIPD qualified or hold an appropriate training qualification ie CTP.

This JOB DESCRIPTION is not exhaustive, therefore the job holder may be required, from time to time to carry out tasks as and when requested by Management.