



LEARNING AND DEVELOPMENT MANAGER

Job Description

Department: Human Resources
Reports to: EVP, Chief Human Resources Officer
Supervises: Learning and Development Officer

SUMMARY

The Learning and Development Manager assesses property-wide developmental needs to drive training initiatives and identifies and arranges suitable training solutions for employees. This position actively searches, creatively designs and implements effective methods to educate, enhance performance and recognize performance. In addition, this position evaluates effectiveness through performance metrics. Ensures alignment with strategic business objectives and maintain high quality standards in instructional design and development for all methods of program delivery.

SPECIFIC JOB DUTIES

- Identify training needs, recommending and implementing solutions, and evaluating and measuring effectiveness.
- Lead the development and continuous improvement of a comprehensive training strategy ensuring strategic alignment of training and development with business goals.
- Collaborate with HR team members and business leaders to understand their needs related to training and development by proactively interfacing with key stakeholders in order to understand, recommend and deploy effective solutions.
- Conduct assessments and analyses to define performance, skill and knowledge gaps and recommend training and development to drive individual and company-wide capability and performance improvement.
- Partner with the HR team to recommend and develop employee engagement programs and activities that enhance employment experience.
- Design and develop programs and curriculum, partner with internal subject matter experts and/or external vendors to achieve defined training, learning and development objectives.
- Develop and implement a comprehensive communication strategy for training and development programs.
- Establish and maintain individual and organizational performance evaluation methods for training content, delivery, activities, engagement and outcomes. Utilize metrics to validate knowledge transfer and return on investment.

REQUIRED QUALIFICATIONS

- 5-7 years of learning and development experience including developing, implementing, and delivering training
- Strong consultative approach
- Measuring and evaluating impact experience

PREFERRED QUALIFICATIONS

- Bachelor's degree, preferably in Learning Management, Instructional Design, Human Resource Development or a related field.
- eLearning design experience and demonstrated expertise in the technical development, implementation and troubleshooting of web-based training modules.
- Banking experience

WORKING CONDITIONS AND/OR PHYSICAL REQUIREMENTS

- Requires constant sitting for long periods of time.
- Requires constant answering/using telephone.
- Requires corrected vision and hearing to normal range.
- Requires ability to work under stress and meet deadlines.
- Requires ability to operate a keyboard if required performing the essential job functions.
- Requires ability to read and interpret a document.
- Requires ability to travel if required to perform the essential job functions.
- Requires ability to move freely about the office building
- Requires ability to lift/move/carry up to 25 pounds if required to perform the essential job functions. If the employee is unable to lift/move/carry this weight and can be accommodated without causing the department an "undue hardship" then the employee must be accommodated; hence, omitting lifting as a physical requirement.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

CONTROL RESPONSIBILITIES

The Learning and Development Manager is responsible for ensuring that internal controls, as designed and implemented by Management, related to the duties being performed are operating as intended. Any deviations from control procedures must be reported in a timely manner directly to the immediate supervisor for remediation.