

Schedule 2 – Job Description



1. Role:

Position: Group Learning & Development Officer

Job Description No.

Department: People & Culture (P&C)

Reporting to: Group Manager Organizational Development & Learning (GM OD&L)

Summary:

The Group Learning & Development Officer develops, coordinates, and delivers learning and development activities across all properties and Head Office to build workforce capability, operational performance, and employee engagement. The role implements Training Needs Analysis (TNA), contributes to Annual and monthly training plans, and delivers structured learning programmes. This position involves hands-on delivery, training coordination, and day-to-day monitoring of training participation, outcomes, and digital learning platforms.

The role maintains accurate training records and supporting documentation for compliance and grant requirements, provides insights to inform continuous improvement, and supports the publication and tracking of monthly training plans to ensure consistent delivery across the business.

2. Responsibilities:

Principle Responsibilities:

Training Planning & Needs Analysis

- Support implementation of Training Needs Analysis (TNA) across Group, Property/Head Office, and individual levels to identify capability gaps and development priorities
- Collaborate with Heads of Department, supervisors, Learning Champions, and operational teams to identify capability gaps and development priorities
- Compile and analyse TNA information to inform the Annual Training and Variation Plans
- Contribute to the development and ongoing monitoring of the Annual Training Plan in line with business and grant requirements
- Prepare, publish and maintain monthly training plans/schedules across the business, ensuring timely communication of updates
- Monitor participation and completion trends to identify gaps and recommend future learning priorities

Learning Design & Programme Development

- Develop, update and maintain practical training materials including presentations, facilitator guides, job aids, checklists, and handbooks
- Ensure all learning content aligns with Company SOPs, policies, and operational standards and service values
- Design and support blended learning approaches including classroom, digital, workplace coaching, and self-paced learning
- Research and introduce new learning methodologies (e.g. microlearning, digital tools) to enhance learning effectiveness
- Ensure learning materials are culturally appropriate and accessible, considering workforce literacy, diversity and continuous improvement

Learning Delivery & Programme Coordination

- Coordinate and deliver structured training programmes across properties aligned with the Annual and monthly Training Plan
- Deliver induction, orientation, compliance, operational skills, and workplace-based learning programmes
- Manage training logistics including schedules, venues, facilitators, materials, participant communication, and attendance tracking

- Coordinate internal and external training providers, monitoring quality, relevance, and value for money
- Provide feedback on external training providers to support quality and value for money
- Adapt delivery methods to suit operational environments, workforce literacy levels, and cultural diversity
- Support implementation of Group initiatives and change programmes and operational improvements through effective learning interventions
- Reinforce Company values, service standards, and expected behaviours through learning activities

Digital Learning & Workplace Capability Support

- Administer and promote digital learning platforms (e.g. Allara), including enrolments, tracking, reporting and user support
- Monitor participation, completion rates, and engagement across digital and blended learning programmes
- Support Heads of Department and supervisors to deliver effective on-the-job training and coaching
- Provide guidance to departmental trainers on training delivery standards, materials, and documentation requirements
- Coordinate and support the Learning Champion network, monitoring participation and effectiveness
- Embed learning into daily operations, team briefings, and workplace practices
- Support onboarding support initiatives including the buddy programme for new hires
- Encourage employee engagement and participation in learning initiatives across all properties

Training Governance, Records & Grant Support

- Maintain accurate, complete, and audit-ready training records for all learning activities
- Ensure accuracy, integrity and consistency of training data across systems and reports
- Compile and maintain supporting documentation for training grants and levy requirements, including attendance, evaluations, and evidence
- Ensure training documentation meets Fiji regulatory, funding, and audit requirements
- Maintain training databases, sponsorship registers, and supporting documentation in line with compliance requirements
- Track and organise training data to support reporting, compliance, and funding submissions
- Support internal and external audits by providing training records, documentation, and evidence as required

Monitoring, Evaluation & Continuous Improvement

- Monitor training participation, completion, and compliance across all properties
- Track mandatory and compliance training, following up with departments on overdue or non-compliant areas
- Evaluate programme effectiveness through feedback, assessments, and observation of workplace application
- Analyse training data and behavioural outcomes to identify capability gaps and improvement opportunities
- Prepare summaries and insights to inform continuous improvement of learning initiatives
- Maintain a centralised, controlled learning repository to ensure all training materials and courses are securely stored, version-controlled, current, and easily accessible across the business
- Support preservation and management of learning resources in line with Company document control and audit requirements

Profit and Loss:

- Support cost-effective delivery of training programmes through efficient scheduling, coordination, and use of resources
- Monitor training attendance and participation to ensure programmes achieve target completion levels and maximise resource utilisation

- Assist in monitoring training costs and optimising value from digital learning platforms and external providers
- Maintain accurate training records and documentation to support training grant and levy recovery processes
- Identify opportunities to improve efficiency in training delivery methods, scheduling, and materials
- Track training participation and completion data to support KPI reporting and board reporting requirements
- Provide accurate data and insights to support monitoring of workforce capability, compliance, and learning effectiveness
- Maximise value from digital learning investments by promoting utilisation of platforms such as Allara and supporting cost-effective, technology-enabled learning solutions

Compliance, Health and Safety:

- Ensure all training activities comply with company policies, SOPs, and safe working practices.
- Maintain accurate and audit-ready training records to support compliance, regulatory requirements, and funding claims.
- Monitor and track completion of mandatory and compliance training, identifying overdue or non-compliant areas and following up with departments
- Support delivery of compliance and safety training including workplace health and safety, operational standards, and mandatory programs.
- Promote safe learning environments during training activities, ensuring training sessions follow appropriate safety practices.
- Support awareness of company policies and safe work practices through training initiatives

3. Key Performance Indicators:

- Priority Area 1: Be Resilient and Adaptable
- Priority Area 2: Ensure Sustainability
- Priority Area 3: Build Brand Equity
- Priority Area 4: Enhance Guest Experience
- Priority Area 5: Develop and Value Our People
- Priority Area 6: Improve Operational Frameworks
- Priority Area 7: Ensure Compliance

Additional role-specific KPIs include;

- 100% annual employee training coverage, with monthly tracking and reporting
- ≥90% Annual Training Plan delivery (including approved variation plans)
- Digital learning platform utilisation established, tracked monthly, and progressively increased
- Active Learning Champions across all departments and 100% buddy allocation for new hires
- Centralised learning repository maintained with 100% accurate, audit-ready training records

4. Experience:

Essential Criteria

- Minimum 3–5 years' experience in Learning & Development, Human Resources, or People & Culture, preferably in a multi-site or hospitality environment
- Registered Training Officer's Certification
- Experience coordinating and delivering training programmes and supporting capability development initiatives
- Experience supporting Training Needs Analysis (TNA) and implementation of training plans
- Demonstrated experience maintaining training records, documentation, and audit-ready compliance requirements

Desirable Criteria

- Knowledge of Fiji vocational training frameworks and institutions, with ability to build effective external partnerships
- Experience supporting digital and blended learning approaches, including online platforms (e.g. Allara)
- Experience working in culturally diverse environments and adapting learning approaches accordingly
- Exposure to organisational development or change initiatives in a service-based or hospitality environment
- Experience supporting development pathways, onboarding programmes, or structured capability initiatives

<ul style="list-style-type: none"> • Experience supporting training grant or levy processes, including documentation and evidence collation (e.g. FNU Grants Scheme) • Understanding of hospitality operations, workforce dynamics, and service delivery environments • Strong organisational and administrative skills, with the ability to manage multiple priorities and meet deadlines • Strong communication and interpersonal skills, with the ability to engage effectively across diverse teams and cultures • Ability to analyse training data and provide practical insights to support workforce capability and performance 	<ul style="list-style-type: none"> • Proficiency in digital learning systems, Microsoft Office, and/or Learning Management Systems (LMS)
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5. Qualifications:

<p>Essential Criteria</p> <ul style="list-style-type: none"> • Bachelor’s degree in Human Resources, Learning & Development, Education, Business, Psychology, or a related discipline, or equivalent recognised qualification • Formal qualification or certification in adult learning, workplace training, or training and assessment • Demonstrated knowledge of learning design, facilitation, and assessment principles • Understanding of training governance, compliance, and documentation standards, including audit and funding requirements • Commitment to ongoing professional development to maintain current knowledge of learning practices and industry trends 	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • Knowledge of Fiji or Pacific vocational training frameworks, funding, or grant systems • Certification or professional development in facilitation, coaching, or training delivery • Formal training, certification, or coursework in digital and blended learning methodologies • Training or certification in learning technologies, Learning Management Systems (LMS), or digital learning tools • Certification or training in quality, compliance, or continuous improvement practice
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6. Core Competencies:

<i>Business Awareness</i>	<ul style="list-style-type: none"> • Takes ownership of assigned tasks and delivers outcomes reliably and on time • Applies Company standards, policies, and procedures in all learning and development activities • Understands how training supports operational performance, service quality, and workforce capability • Uses data and feedback to support improvements in learning delivery and effectiveness • Maintains awareness of learning, hospitality, and industry trends and applies them in a practical way
<i>Relationship Management</i>	<ul style="list-style-type: none"> • Builds and maintains effective working relationships with stakeholders across departments and properties • Collaborates with teams to coordinate and deliver learning activities effectively • Provides clear and practical guidance on training processes, requirements, and documentation • Manages stakeholder expectations and follow-up to support timely training delivery and completion • Maintains professionalism and appropriate judgement when handling sensitive information
<i>Communication</i>	<ul style="list-style-type: none"> • Communicates clearly and professionally, adapting style to suit different audiences and cultural backgrounds • Delivers training in an engaging, practical, and easy-to-understand manner • Handles queries and challenges with professionalism and a solution-focused approach • Communicates effectively with supervisors and managers, escalating issues where appropriate
<i>Planning & Execution</i>	<ul style="list-style-type: none"> • Plans and organises training activities to meet agreed schedules and operational requirements

	<ul style="list-style-type: none"> • Coordinates effectively across departments to support timely and consistent delivery • Manages multiple priorities and deadlines in a fast-paced, multi-property environment • Identifies potential issues and takes proactive steps to resolve them • Ensures training plans, schedules, and documentation are delivered accurately and on time
<i>Results & Quality Focus</i>	<ul style="list-style-type: none"> • Delivers work to a high standard with strong attention to detail • Maintains accurate, complete, and audit-ready training records and documentation • Monitors training participation and completion, following up to ensure targets are met • Identifies opportunities to improve processes, systems, and learning delivery • Uses feedback and data to support continuous improvement in training effectiveness
<i>Company Values</i>	<ul style="list-style-type: none"> • Integrity – Be honest, sincere and have strong moral principles with absolute confidentiality in all actions and dealings • Accountability – Be responsible, reliable and take ownership of your actions • Commitment – Be the best you can be • Teamwork – Be supportive, cooperative and inclusive • Respect – Be humble, take pride and value others

This Job Description sets out the main duties of the role at the date when it was drawn up. Duties may vary from time to time without changing the general character of the role or the level of responsibility entailed. Such variations are a common occurrence, and all Raffe Hotels & Resorts employees are expected to be flexible in undertaking the duties and responsibilities attached to their role, and may be asked to perform other duties, which reasonably correspond to the general character of their role and level of responsibility.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Signature

Name

Learning & Development Officer

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