Schedule 2 – Job Description	Raffe HOTELS & RESORTS

1. Role:

Position: People & Culture Assistant – Learning & Communications	Job Description No.
Department: Head Office	Reporting to: Group Manager Organizational Development & Learning

Summary:

Provides day-to-day administrative and coordination support across Learning & Development, team engagement and internal communications for all properties and Head Office. The role assists with learning and onboarding administration, training logistics, records, learning systems and reporting, while providing coordination support for engagement activities. Working closely with the Group L&D Officer and Recruitment & Engagement Officer, the position prepares and distributes regular team communications across daily, weekly, monthly and campaign-based channels. It also supports the continued development of engaging, accessible communication channels to keep team members informed and connected to learning, recognition and Company activities.

2. Responsibilities:

Principle Responsibilities:

Learning & Development Administration

- Coordinate scheduled training programmes across the Group, maintaining training calendars and coordinating schedules, participant communications and administrative requirements.
- Coordinate training logistics including venues, training materials, attendance registers, refreshments, equipment and arrangements for internal and external facilitators.
- Support the rollout of Group learning initiatives and leadership programmes, coordinating materials, participant arrangements, attendance and other administrative requirements.
- Support onboarding and induction administration, coordinating induction schedules, preparing onboarding materials and welcome packs, and tracking completion of required orientation and learning activities.
- Maintain accurate and current training records and electronic documentation across all properties and Head Office, ensuring attendance, completion information and supporting documentation are appropriately recorded, filed and readily accessible.
- Provide day-to-day administration of the Group Learning Management System (LMS), including enrolling team members in required courses, maintaining learner and course records, and supporting routine system and content updates.
- Support and promote LMS participation and completion, guiding team members in accessing assigned learning, providing first-level user support and following up outstanding course requirements.
- Monitor and report LMS activity, preparing course completion, participation and utilisation reports and providing accurate information on outstanding learning requirements.
- Assist with testing new or updated LMS learning content and routine system changes as required.
- Prepare routine learning and onboarding reports, including training attendance and onboarding completion information.
- Provide learning data and administrative support for the Annual Training Needs Analysis, FBEA, quality improvement activities, workforce planning and other approved Group requirements.

Engagement Support

- Provide administrative and coordination support for team engagement initiatives across all properties and Head Office, working closely with the Recruitment & Engagement Officer.
- Support approved engagement and recognition activities, including Team Member Recognition programmes, Employee Appreciation events, Long Service Awards, cultural celebrations, wellbeing activities and learning campaigns.

- Coordinate event and activity logistics including schedules, invitations, venues, materials, attendance requirements and promotional materials.
- Assist with employee surveys and other engagement initiatives, including participation tracking, supporting materials and follow-up administration.
- Maintain accurate engagement and participation records, providing information for routine monitoring and reporting.
- Support property participation in Group engagement initiatives, coordinating requirements and information with relevant P&C colleagues and property teams.

Internal Team Communications & Administration

- Coordinate scheduled internal team communications across all properties and Head Office, including daily, weekly, monthly and campaign-based communications, maintaining the communications calendar and agreed deadlines.
- Gather content from properties and departments, including team stories, photographs, recognition items and relevant updates, ensuring information is received within required timeframes.
- Prepare and distribute engaging internal communications covering training programmes, learning opportunities, engagement activities, recognition, wellbeing, celebrations, Company activities and other approved team information through Yodeck, newsletters, email updates, noticeboards, posters and other approved channels.
- Maintain internal communication channels, templates and content records, ensuring information is current, consistent, accessible and appropriately presented across the Group.
- Support the continued development of internal team communications, identifying practical opportunities to improve reach, accessibility and team participation.
- Provide general administrative support to the function, including departmental filing and records, meeting scheduling, preparation of supporting materials and taking meeting minutes where required.
- Assist with updates to approved policies, SOPs, training materials and related documents, providing administrative and document-control support as directed.
- Compile routine information and reports for departmental and Executive Leadership Team requirements, drawing together relevant learning, engagement and communication information as required.

Profit and Loss

- Prepare purchase requisitions and event orders for approved learning, engagement and related P&C activities, ensuring required supporting documentation is completed in accordance with Company procedures.
- Track training and engagement-related expenditure against approved activities and budgets, maintaining accurate and current expenditure records.
- Coordinate invoices and payment documentation for training providers, facilitators, events and other approved suppliers, following up as required to support timely processing.
- Support the cost-effective coordination of learning and engagement activities, making appropriate use of approved venues, materials, refreshments, equipment and other resources.
- Provide accurate expenditure information and supporting documentation for departmental budget monitoring and reporting as required.

Compliance, Health & Safety

- Monitor mandatory and compliance training requirements across all properties and Head Office, including Food Safety, Occupational Health & Safety, Fire Safety, First Aid, Service Standards and other required regulatory or Company training.
- Track compliance training completion and expiry dates, issuing timely reminders to relevant managers and team members regarding outstanding or upcoming requirements.
- Maintain complete and accurate compliance training documentation, including attendance registers, certificates, completion records and supporting electronic documentation, ensuring records are readily available for reporting and audit requirements.
- Support compliance reporting and audit requirements, providing accurate training records, completion information and supporting documentation when required.
- Follow Company Health & Safety requirements when coordinating training, engagement activities, meetings and events, ensuring relevant requirements within the scope of the role are appropriately addressed.
- Maintain confidentiality and appropriate information security when handling employee, training, engagement and other P&C records and information.

- Follow approved Company policies, procedures and document-control requirements in the preparation, maintenance and filing of records, communications and supporting documentation.

3. Key Performance Indicators:

Strategic Goals Aligned to Group Plan

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

In addition, the following KPIs apply:

- Training records and matrices maintained at ≥98% accuracy, with updates completed within required reporting timeframes.
- 100% of identified compliance training expiries and overdue requirements followed up within agreed timeframes.
- LMS enrolments and learner records maintained at ≥98% accuracy, with required completion and participation reports issued on time.
- 100% of new team member onboarding requirements tracked, with outstanding actions followed up and reported within required timeframes.
- 100% of scheduled training and engagement activities administratively coordinated within agreed timeframes and approved budgets.
- ≥95% of scheduled internal team communications prepared and issued accurately and on time, including daily, weekly, monthly and campaign-based updates.

4. Experience:

Essential Criteria	Desirable Criteria
• Minimum 1–2 years' experience in an administrative, coordination or support role, preferably within a busy operational environment. • Proven ability to coordinate schedules, meetings, training, events or similar activities, managing associated administration and deadlines. • Practical background in maintaining accurate records, electronic files and data, with strong attention to detail and follow-through. • Demonstrated capability in preparing clear internal communications and administrative materials, including email updates, presentations, notices and digital content. • Practical experience using Microsoft 365, including Word, Excel, PowerPoint, Outlook and Teams, together with digital systems for administration, records and communications.	• Previous exposure to Human Resources, People & Culture or Learning & Development administration, particularly training, onboarding or induction activities. • Practical use of a Learning Management System (LMS) or digital learning platform, including enrolments, records and completion tracking. • Previous involvement in coordinating employee engagement, recognition, survey or team activities. • Familiarity with internal team communication channels, including newsletters, digital screens, notices or similar platforms. • Exposure to purchase requisitions, event orders, expenditure tracking and invoice administration. • Previous employment within a hospitality, tourism or multi-site environment. • Familiarity with Fiji employment, workplace and training compliance requirements relevant to P&C administration.

5. Qualifications:

Essential Criteria	Desirable Criteria
• Bachelor's degree in business administration, Marketing, Economics, Finance, Commerce, or a closely related discipline.	• Degree-level qualification in Human Resources, Learning & Development, Business Administration, Communications or a related discipline. • Recognised training or certification in office administration, records management or document control. • Recognised training or certification in digital communications, content creation, Learning Management Systems or related digital tools.

6. Core Competencies:	
Business Awareness	• Understands how learning, engagement, internal communications and effective P&C administration contribute to team and operational effectiveness. • Recognises the impact that accuracy, timeliness and follow-through have on team members, colleagues and property operations, adjusting priorities accordingly. • Uses sound judgement in day-to-day activities, working within own level of responsibility and seeking guidance or escalating matters when appropriate.
Relationship Management	• Builds and maintains positive and professional working relationships with colleagues and stakeholders across departments and properties. • Works collaboratively with others, respecting different perspectives and contributing constructively to shared activities and outcomes. • Develops trust through a reliable and responsive approach, honouring commitments and providing support within agreed timeframes.
Communication	• Communicates clearly, professionally and respectfully, listening effectively and adapting approach to suit the audience and situation. • Produces clear, accurate and engaging written and digital communications, checking content and presentation before distribution. • Exercises discretion and sound judgement when communicating sensitive employee, P&C or Company information, maintaining confidentiality as required.
Planning & Execution	• Plans and prioritises multiple activities and competing operational requirements, organising time and resources effectively to meet agreed commitments and deadlines. • Maintains a structured and disciplined approach to work, using established processes and systems to support consistency, efficiency and effective administration. • Adapts effectively to changing priorities and unexpected requirements, adjusting plans while maintaining momentum and following agreed actions through to completion.
Results & Quality Focus	• Maintains high standards of accuracy and attention to detail, checking records, data, communications and documentation before completion or distribution. • Takes ownership of the quality and timely completion of assigned work, addressing errors, omissions or outstanding requirements promptly. • Looks for practical ways to improve own work and administrative processes, applying feedback and learning to improve efficiency and effectiveness.
Company Values	• 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 post at the date when it was drawn up. Duties may vary from time to time without changing the general character of the post 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]
Training Administrator & Engagement Support

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