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# Example of Manager, Learning & Development Job Description

Our growing company is looking to fill the role of manager, learning & development. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for manager, learning & development

* Makes sure that all appropriate training records are maintained (both manual and electronic) in compliance with hotel and legal requirements while taking consideration to support the hotel’s green policy
* Attends departmental training sessions and critiques performance and outcomes
* Build and maintain an understanding of key business objectives and operations, through strong engagement with leaders and employees
* Team leader responsible for the development and scaling of the training facilitation team
* Provide coaching and leadership support in the areas training facilitation, learning solution design, measurement, and project management
* Deliver training opportunities using a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, lectures and other forms of educational technology
* Lead the facilitation of high profile training sessions designed for a variety of audiences
* Coordinate and facilitate leadership development programs, activities and events
* Partner with instructional designers, stakeholders and SME’s in the creation of custom training curriculum
* Evaluate the effectiveness of training programs and develop strategies that lead to improved results

## Qualifications for manager, learning & development

* Excellent English and Chinese language (both Cantonese and Mandarin) communication and presentation skills
* Demonstrate knowledge, skill and passion in driving customer service
* Proven track record in the development, management and delivery of training programs
* Excellent coaching, facilitation and presentation skills
* Good team player, proactive problem solving skills and able to work independently
* Minimum of 5 years of experience in an operational leadership role