

## JOB DESCRIPTION

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**ROLE:** Learning and Development Officer

**SALARY AND BENEFITS:** Negotiable

**REPORTS TO:** Learning & Development Specialist – UK

**LOCATION:** Baroda, India

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The Learning & Development Department is responsible for supporting 700 hundred employees in the UK and India. We are now looking for Learning and Development Officer, reporting to the L&D Specialist, to join the L&D Department within B&S Group. This is an exciting opportunity for the right person to support all staff to develop within the company. There is a strong commitment at Board level to support talent management initiatives for the long term growth of this fast paced company.

The candidate will represent the L&D Directorate in India and be responsible for ensuring a professional working environment exists. They must be able to handle difficult situations with empathy, objectivity and confidentiality at all times. The ability to offer coaching support and training is essential. This exciting post will involve working closely within the L&D department to support the professional approach required by all staff.

### PRIMARY RESPONSIBILITIES:

- Support L&D Specialist in updating the Performance Management System annual Appraisals and oversee quarterly performance snapshot review.
- Actively support, coach and motivate staff in the achievement of their Personal Development Plans and Key Performance Indicators.
- Identify training needs.
- Train one to one as necessary.

### SECONDARY RESPONSIBILITIES:

- Provide insightful, constructive and informative feedback to help maximise employee potential.
- Engage with employees at all levels in the Performance Development Review process.
- Conduct one to one coaching sessions as a result of analysis of Personal Development Plans.
- Support the planning and deliver of in-house training.
- Monitor and review training needs to drive a high performance culture.
- Review and evaluate training and development programmes and interventions.
- Assist in the development of training materials and delivery of soft skills training in areas such as communication, assertiveness and time management skills.
- Facilitate in training co-ordination, evaluations and follow up.
- Manage own workload and ensure deadlines and targets are met.
- Support the development of a coaching culture across the business.

- Provide coaching and mentoring support for individual and team development.
- Identify and highlight poor performance.
- Work on additional projects as and when required.
- Be an active team member and contribute to the exchange of ideas with regards to the development of the L&D team.
- Maintain accurate records.
- Flexible to cover annual leave.
- Any other duties as and when required.

### **ESSENTIAL EXPERIENCE, SKILLS AND ABILITIES:**

- Minimum 2 years experience in a coaching role is required.
- Minimum NLP Practitioner Level or similar coaching qualification.
- Organised and self motivated.
- Ability to build strong relationships and rapport at all levels quickly and effectively and maintains confidentiality.
- Clear speaking, listening and written communication skills.
- Ability to adapt to change in a fast paced environment, problem solve and multi-task.
- Presentation skills.
- High attention to detail.
- Ability to stay calm under pressure.
- Ability to work in a team.
- Proficient in MS Office.
- Fluent spoken and written English.

### **Assessments:**

- Interview.
- Coaching skills test.
- DISC PPA Behaviour at work on line Assessment.