

## JOB DESCRIPTION

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**ROLE:** Learning and Development Officer

**SALARY AND BENEFITS:** Negotiable

**REPORTS TO:** Learning & Development Manager

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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 Manager (UK), to join the L&D Department within B&S Group Clinical Division in Vadodara. This is an exciting opportunity for the right person to support staff development 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. Experience of working in the Pharmaceutical industry is preferred. 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 Manager in updating Performance Management System annual Appraisals.
- 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.
- Provide insightful, constructive and informative feedback to help maximise employee potential.
- Facilitate in training co-ordination, evaluations and follow up.
- Manage own workload and ensure deadlines and targets are met.
- Maintain constant communication with L&D Manager.
- Work as part of the L&D Officers in Vadodara and UK.
- Maintain accurate records.
- Oversee quarterly performance snapshot reviews.

### RESPONSIBILITIES INCLUDE:

- 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 (PDP).
- Support the planning and delivery 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.
- 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.

### Other responsibilities:

- Be an active team member and contribute to the exchange of ideas with regards to the development of the L&D team.
- Flexible to cover annual leave.
- Any other duties as and when required.

**ESSENTIAL EXPERIENCE/REQUIREMENTS:**

- Minimum 2 years experience in a coaching role is required.
- Minimum NLP Practitioner Level or similar coaching qualification.
- Pharmaceutical experience (preferred but not essential).
- 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.
- DISC PPA Behaviour at work on line Assessment.