

# HAMILTON ISLAND POSITION DESCRIPTION

## POSITION DETAILS

<b>POSITION TITLE:</b>	Learning & Development Trainer	<b>LOCATION:</b>	Hamilton Island
<b>DIVISION:</b>	People, Culture and Development	<b>DIRECT REPORTS:</b>	Nil
<b>REPORTS TO:</b>	Learning & Development Manager	<b>INDIRECT REPORTS:</b>	Nil
<b>DATE PREPARED:</b>	September 2014		

## JOB PURPOSE

Responsible for coordinating the training and development of all employees of Hamilton Island Enterprises and ensure a high standard of training delivery, assessment and workplace performance consistency

## JOB RESPONSIBILITIES (NOT LIMITED TO)

- Ensure Operational team members are equipped with the necessary skills to perform their role according to HIE standards
- Assist with our on-boarding process ensuring new staff are professionally introduced and inducted to Hamilton Island Enterprises
- Liaise with Operational managers to ensure, all standards reflect business needs and to deliver training that is departmental and property specific
- Conduct workplace assessment of staff, ensuring assessment feedback is concise, constructive and meets business needs
- Evaluate and report on staff performance and schedules, and inform of any extra training that may be required
- Assist Learning and Development Manager and Operational managers review standards, validate assessment and prepare resources
- Mentor and assist other trainers in their professional development as directed by Learning & Development Manager
- Conduct training needs analysis and deliver training relevant to the identified needs
- Improve procedures and practices to ensure the highest productivity and professionalism is attained across the business
- Ensure all training administration is completed in a timely and accurate manner and complies with the Australian Skills Quality Authority
- Maintain effective channels of written and verbal communications; attend briefings, departmental and employee meetings to ensure all relevant information is passed on to the appropriate parties
- Recommend and implement administrative and departmental process, procedure, policy and product improvements
- Attend Workplace Training meetings and action tasks as required, and communicate all initiatives and issues to management team
- Represent Hamilton Island Enterprises externally as required
- Undertake duties as required and agreed upon by the Training Manager and Department Manager

## EXPERIENCE & QUALIFICATIONS

- Qualification equal to or higher than any qualification employed to train and assess (Essential)
- Certificate IV in Workplace Training and Assessment (Essential) TAE40110
- Current drivers license (Essential)
- Minimum 5 years work experience in Hospitality (Essential)
- Minimum 2 years experience in a supervisory or training role, within a 5 star hotel environment or Registered Training Organisation (Desirable)

## PERSON SPECIFICATION/SKILLS

- Exceptional interpersonal skills
- High level of written and verbal communication skills
- Commitment to improving customer service
- Ability to adapt to a variety of roles within the hospitality industry
- Enthusiasm to proactively learn and understand the business
- Prepared to work rostered shifts, which may involve weekend and overnight shifts

## KEY WORKING RELATIONSHIPS

- All HIE Managers
- Training Champions
- Hamilton Island Employees
- Training Suppliers
- HIE Executive Team and Stakeholders

