

### Job Description: Sodexo Live!

Function:	
Position:	Learning & Development Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	ACC Liverpool

#### 1. Purpose of the Job – State concisely the aim of the job.

To deliver the optimum service to a venue that is like no other, and exceed our client's vision and expectations. Our employees must be trained to a standard that allows them to efficiently deliver high quality service and contributes to overall guest satisfaction, providing an elegant, unique and uplifting experience for all guests.

#### 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Large number of casual workers
- Transient workforce

#### 3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

General  
Manager

Training  
Manager

**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- **Managing Stakeholder Expectations** – Balancing the expectations of senior management, department heads and employees
- **Addressing Diverse Learning Needs** – Designing inclusive training programmes that cater to diverse learning styles, backgrounds and skills levels while ensuring equal access and opportunities for all participants.
- **Optimising Resource Allocation** – Efficiently allocating budgetary resources and time to maximise the impact and reach of training programmes while staying within budgetary constraints.

• **5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Plan Prepare and deliver training for all staff at all levels
- To assist recruitment on an ongoing basis, ensuring staff retention is maintained to its highest potential
- Ensure all staff are 100% inducted in line with ACC policy
- Monitor and maintain the relationships with local training providers to upskill the Liverpool City Region
- Be responsible for providing effective training to all staff in retail, hospitality and C&E areas
- To ensure that all staff have been trained in the requirements of their role
- Create innovative and creative training modules that get the very best out of our staff.
- Assist in the adaptation of the Sodexo Live! Academy
- Develop and implement training programs to drive the development and retention of casual staff and on site
- Produce training materials, manuals or documentation
- To liaise with the HR Dept. to ensure that Job Descriptions are kept up to date
- Use audiovisual aids, computers, and teaching applications
- Prepare feedback or reports on training groups, targets and accomplishments
- Coordinate with departmental managers
- Customize training strategies and develop training modules
- To perform other duties occasionally as and when the business requires it.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Design training content and supporting collateral, aligned to the business strategy and client led KPI's
- To support the promotion of the Sodexo Live! Academy
- To manage e-learning including design and monitoring completion ratios
- The delivery of the annual training plan for ACC, within agreed budget
- Drive employee engagement and retention through skills development
- Liaise with Brand Sponsors, suppliers and third parties to deliver relevant brand, skills and product training

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

You will have proven experience of working in a Training role within the hospitality industry and have the ability to analyse and identify the training needs of our client. You must have the creativity to bring training programmes to life by having strong influencing skills when delivering training.

Experience of working with diverse populations and designing inclusive training programs that address the needs of individuals from diverse backgrounds and skills levels is essential.

A passion for service excellence is essential, as is your desire and ability to build strong working relationships at all levels within the business.

Drawing from your experience in the hospitality industry you will know what good looks like, but you will have the desire and drive to exceed this and deliver excellence.

You will also have:

- A passion to see individuals reach their potential
- A good understanding of e-learning
- Flexibility to support weekend and event days
- Proficiency in using learning management systems and other technology platforms to deliver and track training content
- Excellent interpersonal skills and ability to build relationships and influence stakeholders at all levels.
- Self-motivation and the ability to work on own initiative within a team environment

**8. Management Approval** – To be completed by document owner

Version	1	Date	
Document Owner			

**9. Employee Approval** – To be completed by employee

Employee Name		Date	
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