

**JOB PURPOSE & SPECIFIC RESPONSIBILITIES**

As an L&D Asst. Manager/ Manager, you will play a crucial role in helping individuals enhance their skills and knowledge.

Strong communication skills are essential in effectively guiding employees through their learning journey.

Experience in designing e-learning courses is a must.

By providing training and development opportunities, you will contribute to our company's success and ensure that our employees are equipped with the necessary skills to excel in their roles.

Join us in fostering a culture of continuous learning and professional growth.

**Responsibilities**

- Create and execute e-learning strategies and programs
- Evaluate individual and organizational development needs
- Implement various learning methods companywide (e.g. coaching, job-shadowing, online training)
- Design and deliver e-learning courses, workshops and other trainings
- Assess the success of development plans and help employees make the most of learning opportunities
- Help managers develop their team members through career pathing
- Track budgets and negotiate contracts
- Hire and oversee training and L&D Specialists

**EDUCATIONAL QUALIFICATIONS**

- A minimum of a graduate degree. BSc/BA in Business, Psychology or a related field would be an added advantage
- Well-rounded civil aviation experience in ground handling operations including passenger and baggage handling, cargo operations, and ramp operations would be an added advantage.

**RELEVANT EXPERIENCE**

- Minimum of 4-5 years' experience in the cargo or relevant field and in similar capacity.
- Proven experience as an L&D Manager or similar role with elearning/ LMS experience
- Current knowledge of effective learning and development methods
- Familiarity with e-learning platforms and practices
- Experience in project management and budgeting
- Proficient in MS Office and Learning Management Systems (LMS)
- Excellent communication and negotiation skills; sharp business acumen
- Ability to build rapport with employees and vendors

**PERSONAL CHARACTERISTICS & BEHAVIOURS**

- Visibly ethical - able to engage and influence others as a mentor in the field, upholding professional ethics and Organization’s core values.
- Business Acumen – an ability to develop, report on and achieve the goals of a business plan. An ability to engage with stakeholders and secure new business.
- Credibility in the sector – demonstrate a credibility in the aviation training sector as Senior Manager, Learning and Development promising to deliver quality trainings contributing to success of the partner airlines.
- Leadership –manage and develop an integrated training team, provide advice and work collaboratively with both internal and external stakeholders.
- Communication – Able to communicate effectively, the vision for the development of Organization training and education to colleagues and sector stakeholders.
- Self-awareness – Ability to monitor, understand and regulate personal responses to others. Able to build and maintain respectful professional relationships with stakeholders at various levels.
- Flexibility – Ability to work diligently towards success.

Reporting Officer	
Signature of the Employee/Date	