

Job Description

Job Title:	Training & Development Officer	Job Category:	Human Resources
Department/Group:	Human Resources	Job Code/ Req#:	
Location:	ORIA	Travel Required:	Inter-Island
Level/Salary Range:	Grade K	Position Type:	Full-Time
Job Holder:			

Job Purpose

Training & Development Officer Role: The primary role is to assess the developmental needs to drive training/strategic initiatives. To develop, manage, co-ordinate and facilitate quality training and development activities for all staff at all levels within the Cayman Islands Airports Authority and to assist managers in ensuring that staff are suitably trained and qualified to carry out their specific roles within the organisation in accordance with the relevant regulations and statutory requirements and as per staff member's Learning & Development Plan.

Dimensions

Reporting to the CHRO through the HR Manager, the Training & Development Officer is charged with assisting the organisation in achieving its mission, specifically by coordinating, planning, and arranging training activities and events both within and outside of the CIAA where appropriate to further develop competencies and the effectiveness of all staff covering the Grand Cayman and Cayman Brac operations for over 200-250 staff. Liaise with Chief's on adequate training budgets to substantiate Learning Maps for their respective departments.

Role and Responsibilities

- Assist with training, onboarding and facilitating testing
- Assist with providing the newsletter information on updates and changes to training initiatives and staff milestones and achievements
- Assist with providing robust training record management systems
- Identifying, implementing and maintaining an effective training management system that meets the needs of the CIAA
- Working closely with all departments, assisting line managers to understand and implement training related policies and procedures
- Coordinating training and development needs for all CIAA employees as per performance planning & appraisal documentation and regular consultation with managers
- Recommending in non-technical situations, training and development programmes based on both the organisation's and the individual's needs
- Managing the costs of planned programmes by keeping the training costs of departments within budgets and monitoring Learning & Development Plans and Training Requests applications

- Working with internal & external training providers and managers to produce programmes that are relevant and in line with CIAA needs in relation to the ongoing development of staff to maintain the necessary certifications, and competencies as required by the relevant regulations
- In conjunction with the HR Manager, developing, co-ordinating and delivering an effective induction programme
- Coordinate staff access and participation in the Civil Service College's/Alison's on line education facility in accordance with agreed performance plans
- Producing training materials for in-house courses relative to HR processes both electronic or manual and assist with training feedback process at the end of the training courses and develop reports based on course metrics
- Coordinating the delivery of training and development programmes
- Helping line managers solve specific problems through training, either on a one-to-one basis or in groups
- Assisting the HR team in the delivery of timely and effective HR advice and services across all aspects of HR
- Assist with providing appropriate documentation for personnel files with regards to training. Maintain employee training files by keeping them up to date and in good order
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications and participating in professional societies
- Assist with the maintenance of the training electronic database with updated employee information
- Assist with onboarding and conducting training programs to ensure that all new employees meet the expected standards; conduct new employee orientation in conjunction with the Human Resources Team
- Provide input and recommendations on actions necessary to promote the continuous improvement of the efficiency and effectiveness of the customer service section in relation to training
- In conjunction with the Human Resources Manager and Training & Development Manager, assist with collating data for the preparation and follow-through of developmental recommendations as obtained from the annual Performance Management Reports of staff
- Organise and attend annual career expo to promote the Service, thereby establishing a greater awareness of the importance and role of the CIAA
- Assist with maintaining an effective library by ensuring the security and monitoring of all training materials; maintenance and upkeep of training facilities and equipment
- Attend courses, seminars and conferences to keep abreast of advanced technology for the continued upgrading of training programmes

Qualifications and Education Requirements

- A bachelor's degree in Business Management or Administration, Human Resources Management or a Professional Training Certification (or related field) and at least four (4) years' proven experience in the training, education or presentation delivery field OR
- Any appropriate combination of education and experience and a proven record of success within this discipline
- Practical experience in training development, delivery and needs assessment
- Familiarity and experience with an online training management system or related software; This is stated below in the preferred skills
- Have an understanding of e-learning techniques, and proven experience in the creation and/or delivery of e-learning packages
- Experience in an HR services delivery role
- A formal training qualification would be an advantage
- Prior relevant experience and familiarity with HR policies and procedures of UK and local aviation would be an asset

Administration

- Complete administrative tasks as required which include: securing and maintaining records and administrative files, or data stored digitally or otherwise with appropriate access controls
- Prepare daily, weekly, monthly, quarterly, and annual reports as appropriate; and undertake briefings & debriefings on Training and Development
- Respond to vendors, in conformance with Learning Maps, Regulations, Policies, or other jurisprudence
- Maintains close working partnerships with various local, regional, and international regulatory authorities on required training for all technical roles
- Assist with providing advice to staff on training benefits, professional development, training, and team building, and assist those pursuing further/tertiary education by making available access to information about various institutions of further learning
- Provide support to HRM and CHRO
- Assist staff in the completion of the Performance Management System as it relates to training/learning maps as outlined by either Regulations or the respective Chiefs
- Oversee the entering of all training information into the electronic HRIS or Training management systems on a timely basis
- Any other task that may be assigned from time to time

Preferred Skills

The post holder should be highly motivated with considerable working knowledge of the principles of Training systems and delivery as well as HR management and administration and should possess the following:

- Possess understanding of approaches to adult learning;
- Excellent time management and organisational skills with the ability to establish priorities and meet deadlines;
- Effective written and oral communication skills;
- Effective planning and management skills;
- Ability to relate well to people at all levels;
- Strong understanding of effective training systems and processes;
- Ability to work on own initiative;
- The ability to work cohesively with peers and senior management;
- Be a creative thinker, have a positive attitude, evidence of good interpersonal skills, determination, and enthusiasm to maintain and enhance overall standards;
- Ability to maintain confidentiality and work on own initiative;
- Demonstrable skills in filing procedures;
- Meticulous in handling/ recording documents, as well as being tactful and discreet;
- Professional level of confidentiality in handling personal information and dealing with sensitive issues;
- Proficiency in MS Office suite (Word, Excel, PowerPoint and Outlook);
- Proficiency with training management software or systems.

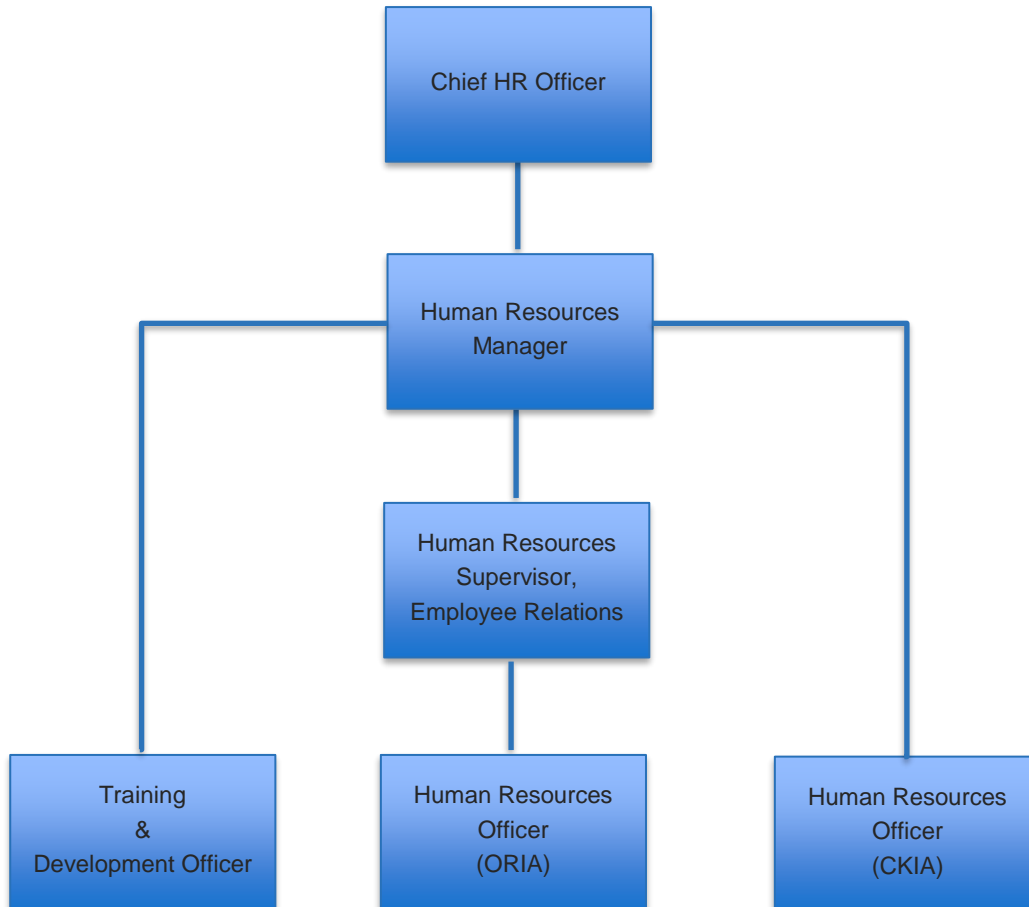
Assignment & Planning of Work

As a member of the HR team, the post holder will be involved in both generalist HR responsibilities as well as training related duties. The post-holder duties are dictated by the day-to-day training and recruitment requirements of the Department. Additional duties within the scope of the job title may be directed from time to time by the CHRO, HR Manager or the CEO, in accordance with policy requirements.

Supervision of Others

The post holder has no direct reports but will assume responsibility for staff, as appropriate, when delivering training or instruction.

ORGANISATIONAL CHART



Other Working Relationships

Internal:

- Liaison with HRM, CHRO, C- Suite level, Senior Managers, Managers and Supervisors of all Departments regarding training and staff development needs
- Internal Training providers (i.e. Security, Safety, Operations)

External:

- Training providers and consultants
- CAA, on training-related matters Guests

Problem/Key Features

- Overseeing the use of the training facilities and equipment
- One of the main challenges of the job is influencing managers/supervisors and staff to seek training when all sections are stretched with heavy workloads and understaffed
- Being able to remain calm and provide positive leadership when everyone else is coping with stress on a daily basis
- Developing and maintaining working relationships with local and foreign training establishments or law enforcement agencies

Safety Responsibilities

The post holder has the following safety responsibilities:

- To comply with the relevant safety requirements and procedures outlined in the pertinent Aerodrome Manual and/or any Appendices thereof, including CIAA Safety Management Manual (SMM) and other duly approved Manuals, Safety Directives, and Safety Advisories;
- To apply system safety measures as required by safety management procedures and instructions;
- To advise the Chief Safety Officer of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety;
- Supporting safety audits as and when they occur;
- Supporting safety investigations as and when they occur; and
- Complete an approved ICAO/IATA/ACI SMS Course or attend CIAA SMS Training Course each calendar year.

Safety Training & Education

As per Section 4 .1 of the CIAA SMS Manual (Vol. 2)

Additional Notes

As a member of the HR team, the post holder will be involved in both generalist HR responsibilities as well as training related duties. The post-holder duties are dictated by the day-to-day requirements of the Department. Additional duties may be directed from time to time by the CHRO or HR Manager as necessary. This section is already stated under Assignment & Planning of Work.

Reviewed and Agreed by Employee:		Date (dd/mm/yyyy):	
Approved By Supervisor:		Date (dd/mm/yyyy):	
Reviewed/Updated By HR:		Date (dd/mm/yyyy):	