



HR Learning & Development

Reporting To Head of HR

Responsibilities

- Provide strategic direction in planning and executing structured Learning & Development (L&D) initiatives aligned with organisational priorities and workforce capability plans. Oversee team output, ensuring quality, timelines, and measurable learning outcomes.
- Evaluate existing training frameworks, recommend enhancements, and apply best practices to optimise learning effectiveness and Return On Investment (ROI).
- Develop and enhance learning interventions that strengthen product knowledge, service excellence, behavioural competencies, and leadership readiness across operational and shared services functions.
- Translate complex business and service requirements into structured, engaging, and practical learning materials using blended learning, simulations, case-based learning, and digital platforms.
- Review customer feedback, service metrics, and performance data to diagnose learning needs and recommend targeted interventions that improve service quality and workforce productivity.
- Collaborate with department heads and key stakeholders to address performance challenges, exercise sound judgement in resolving capability issues, and align learning initiatives with business risks and customer experience objectives.
- Coordinate end-to-end training implementation, manage internal facilitators and external vendors, and ensure consistent delivery standards across all programmes.
- Monitor L&D budget utilisation, control costs, ensure proper documentation and approvals, and maintain compliance with internal governance and HR policies.
- Establish KPIs, evaluate programme impact through post-training assessments and performance indicators, and prepare management reports to support data-driven decision-making.

Requirements

- Bachelor's Degree in Human Resource Management, Business Administration or related field. Professional certification in HR (e.g., CIPD, SHRM) or Training & Development is an added advantage.
- At least five (5) years of work experience in progressive experience in Human Resources, with at least three (3) years specialising in Learning & Development, talent management, or organisational development.
- Ability to design, implement, and align learning initiatives with organisational goals, workforce planning, and competency frameworks.
- Skilled in identifying capability gaps through data analysis, stakeholder consultation, and performance metrics to develop targeted learning interventions.
- Competent in developing curriculum, coordinating internal/external trainers, and facilitating workshops using adult learning principles.
- Experience in supporting succession planning, leadership development, performance appraisal integration, and Individual Development Plans (IDPs).
- Proficient in tracking training budgets, evaluating ROI, preparing management reports, and ensuring compliance with HR policies and regulatory requirements.

All applicants must submit their application by **6th March 2026**.
Only short-listed candidates will be notified.