



GOODWOOD

The Role

The **Learning and Development Coordinator** will be part of the People and Development Team and report to the Learning & Development Manager.

About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

Our Values

The Real Thing

Always be inspired by Goodwood's heritage

Derring-Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things even better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

You will be responsible for the day to day operational training activity of the Group. Partnering with the People and Development team and Business managers to co-ordinate & deliver training.

Key responsibilities

Training

- To build on a library of training material and to drive forward internal succession through nurturing talent and growing from within
- Keep the Outlook Training calendar visible and up to date
- Support external training providers, agencies and accreditation bodies to deliver required training
- For all training and development programmes ensure that the venue, travel, refreshments are booked and fit or purpose
- Work responsibly within the Apprenticeship Levy and analyse costs and look at return on investment on any programmes

- Evolve training programmes as necessary. Keep up to date with developments in the training field reacting to any changes within the work environment and the market.
- Responsibility for overseeing all administration relating to training and updating HR system with training records and external training and professional study 'lock in' letters.
- Support the P&D Advisors with apprentice and trainee inductions
- With the support of the Learning & Development Manager, work with managers to identify an appropriate training needs analysis tool for their team members and implement
- Support the management of the on-line training system and ensure that is used to its full potential
- Own and deliver the Group induction for new joiners ensuring it captures the hearts and minds of our people
- Manage the relationship with third party training providers ensuring best pricing and offerings
- Come up with creative ideas to increase training attendance

Development

- With the support of the operational advisors work with managers to identify development needs for their team members
- Support the Learning & Development Manager on the appointment and management of external coaches
- Manage the relationship with third party development consultants

Other:

- Manage the apprentice levy scheme
- Provide feedback to the Learning & Development Manager where performance issues are raised in training
- Support with training or development plans as a result of a possible restructure
- To maintain and update own knowledge of training and development interventions and keep abreast with new and innovative ways

HR Information System:

- Update employee records on the HR system with training and development that has taken place
- Ensure that any training payments are actioned with payroll
- Using meaningful KPI's, produce monthly training and development reports for the P&D stats

Performance and Values

- Ensure that the Values and core behaviours run through our training and development programmes
- Challenge and support managers to ensure that there is a meaningful outcome to training and development conversations

Qualities you will possess

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| <ul style="list-style-type: none"> • Passion for what you do • Positive and friendly with a “can do attitude” • Attention to detail • Ability to prioritise and organise • Proactive • Take responsibility for yourself • Confident to make decisions | <ul style="list-style-type: none"> • Clear and excellent communicator • A sense of fun and constant energy! • Engaging and inspiring • Takes a collaborative approach • Proactive approach to getting things done |
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What do you need to be successful?

- Previous experience in a training and development role
- Effective team worker with a friendly & positive approach to working collaboratively
- Exceptional organisational & communication skills
- Results oriented and takes responsibility for deadlines and commitments
- Experience in writing and delivering engaging bespoke training programmes
- Previous experience of coaching is desirable
- Experience in working within the hospitality or customer experience industry desirable
- Bags of energy and enthusiasm

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	2
Working Together	2