

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

## Strategic Intent

It is the mission and intent of this position that the incumbent will take responsibility for all aspects of the hotel’s learning and development, being pro-active, creative and results driven, focusing on delighting our guests and colleagues.

## Scope of Position

The Learning & Development Manager, in conjunction with the Director of Learning & Development, is responsible for, but not limited to, the Hotel Learning & Development: including operation and non-operation line colleagues, supervisors and managers.

**Organizational Structure**

The Learning & Development Manager will report directly to the Director of Learning & Development.

# Duties and Responsibilities

***Learning & Development:***

* Communicating and maintaining Mandarin Oriental Hotel Group’s Learning & Development Standards
* Implement the MOHG strategy for learning and development of all colleagues.
* Ensuring colleagues training needs are met by arranging resources for training to be conducted throughout the hotel (i.e. providing a first class training environment emulating our guests meeting environment).
* In conjunction with the Director of Learning & Development design, deliver and arrange training programs to address specific training needs
* Assisting all department heads with making and implementing training decisions in their areas.
* Assist with the Management and Performance Development platform for all salaried colleagues and oversee the Performance management process for all hourly colleagues.
* Conduct and facilitate the MOHG L&D Curriculum: Move In (orientation), On-Job Training, Group Training Techniques program, MOve Up, and any new management training programs as provided by Corporate Learning & Development.
* Managing internal and external (TIPS Safe Alcohol Service, ServSafe Food Handlers, etc.) training documentation within the property. Work with Director of Security and Risk Management to coordinate Safety Trainings.
* Reporting on status of training for each colleague within the hotel.
* Supporting all efforts to enliven our Company’s Mission, Guiding Principles and Legendary Quality Experiences throughout the hotel.
* Controlling training expenses and managing expenditures to meet the property’s needs while remaining within budget guidelines.
* Coordinating outside training requirements.
* Participating in Corporate initiatives, such as yearly conferences, LQE Workshops, pre-openings, Cultural Exchange Ambassador, development of new programs.
* Oversee distance learning programs such as eCornell and Rosetta Stone.
* Communicate performance indicator scores relating to service standards with Quality Assurance Task Force and facilitate problem solving and action planning.

***Other duties***

* Assist HR team with colleague initiatives and matters in accordance with MOHG corporate guidelines.
* Assist HR Team in HR related initiatives.
* Involvement in the local community.
* Active role in the delivery of MOHG Colleague Engagement Survey.
* Assist with strategic planning of the HR department.
* Ensure security and confidentiality of all information throughout the hotel.
* Maintain a good working relationship with other departments.
* Set example for all colleagues to emulate by complying with all hotel policies and procedures.
* Perform a variety of other duties as assigned and responsibilities as requested.

## Requirements

*Mandatory*

* A minimum of 2 years’ experience with training, preferably within the hospitality field or high end customer service discipline.
* Bachelor’s Degree or equivalent combination of direct related experience and education.
* Knowledge of different departments within a hotel setting; operational experience a plus.
* Must possess ability to coordinate multiple tasks.
* Knowledge of how to develop training programs and familiarity with adult learning modules.
* Strong computer literacy to include Microsoft Office, Word, PowerPoint, Excel.  Digital imaging knowledge preferable.
* Excellent communication skills with fluency in English (verbal and written); the ability to develop training materials.
* Superior presentation skills.
* Problem solving and action plan formulation.
* Requires high levels of interaction with all members of staff.  Exchanging ideas, information and opinions with others to formulate programs, policies and procedures and/or arrive jointly at decisions, conclusions and solutions.
* Able to present yourself with an uplifting personality as well as presenting a high degree of confidentially.
* Maintain a good working relationship with other departments.
* Set example for all colleagues to emulate by complying with all hotel policies and procedures.
* Perform a variety of other duties as assigned and responsibilities as requested.

*Desirable*

* Prior experience in a union hotel environment strongly preferred.
* L&D experience in a luxury hospitality environment preferred.
* Bi-lingual communication a plus but not required.

#### Requirement on Core Competencies

The incumbent will require the following personal attributes:

1. *Delighting our Clients*

* Awareness and sensitivity to the concept of luxury and quality.
* Responsive and genuine with customers.
* Incorporates customer information as part of strategy.
* Understands the value of employees, customers and profit link.
* Sustains performance.
* Can use planning tools in relation to customer needs.
* Confident with customers.

1. *Working with Colleagues*

* Communicates a compelling vision.
* Inspires co-operation and commitment.
* Adapts managerial style appropriately.
* Actively listens and builds on other ideas.
* Effectively understands and uses resources.
* Is culturally sensitive.
* Negotiates effectively.
* Excellent written and verbal skills

1. *Promoting a Climate of Enthusiasm*

* Has energy and drive.
* A sense of urgency.
* Motivates others to provide quality standards.
* Communicates clearly and persuasively.
* Open to feedback and learning.

1. *Being the Best*

* Achievement orientated.
* Makes things happen.
* Has presence.
* Has positive impact and influence.
* Uses financial and other analytical framework.
* Generates, innovative options.
* Adapts plans to suit change.
* Builds long term brand loyalty.
* Seeks continuous improvement opportunities.

1. *Delivering Shareholder Value*

* Takes a helicopter view and keeps in focus.
* Understands and knows the business market.
* Clearly understands effective operating of a hotel.
* Develops and implements strategy.
* Adapts strategies to changes.
* Aligns plans to strategies.
* Continuously seeks new opportunities.

1. *Playing by the Rules*

* Operates ethically.
* Removes blockages.
* Understands and uses performance management.
* High level of personal integrity.
* Balances the needs of fellow colleagues and the company

1. *Acting with Responsibility*

* Establishes accountability for self and others.
* Can identify core issues and problems.
* Balances intuition and good business sense.
* Takes and manages risk and change.
* Emotionally stable and mature.
* Accepts feedback.
* Coaches others.
* Manages responsibilities.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.