



Position Role Profile

Position Title	Wyntern, L&D EMEA
Position Job Band	A - Associate
Department	HR, Learning and Development
Location	London
Managers Title	Director of Talent Management EMEA

Role Summary

This individual will coordinate the facilitation of training programs to the franchised, managed hotel community and Wyndham Hotels & Resorts Associates.

They will be responsible for supporting the Learning and Development Team in EMEA in planning the annual EMEA Training Calendar, adaptation of courses, identifying learning and operational needs analysis, coordination of course delivery and the continuous utilization of the Wyndham Hotels & Resorts LMS system.

They will have the task of ensuring that franchisees, managed properties and their teams have the necessary tools, and the know-how to use them, required to work within our brand standards and systems with the goal of maximizing revenue, brand engagement, quality assurance and guest satisfaction.

Responsibilities (time allocation guide)

#	Responsibility	Key Stakeholder	%
1	Coordinate the delivery of Training Programme To coordinate the delivery Wyndham Hotels & Resorts Training courses and programs throughout the region. Where feasible, training courses should be delivered in the location’s target language and will be part of a cycle of long term development and continuous learning for the WHG value proposition, culture and performance of the hotel properties.	WHG franchisees, Wyndham Hotels & Resorts managed teams and the L&D teams	30
2	Programme Planning To execute the training plan for the EMEA region in line with the Regional/Global Learning & Development Strategic Plan. The planning to deliver timely and relevant programmes will support the franchisees, managed brands and their teams at each stage within the hotel’s life cycle including pre-opening, opening, programme launches and initiatives, hiring, performance management, revenue optimization and quality assurance. This will require close liaison with the EMEA. Learning Team & leaders of the key functions in the business to ensure	Wyndham Hotels & Resorts Global Learning & Development, Leadership, Operations and Support Function EMEA , Wyndham Hotels & Resorts Global Sales, EMEA, Wyndham	10

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	that all functional requirements are met.	Hotels & Resorts Marketing EMEA, Wyndham Hotels & Resorts Development EMEA , WHG franchisees and managed brands and their teams	
3	<p>Course content & Learning Management System administration</p> <p>To contribute to the appropriate design, adaptation and/or creation of course content for the region. This may include Instructor Led content and electronically designed (e-Learning) solution and any necessary in country variations based on culture or legislation. They will maintain a direct link with the SOHO (School of Hospitality Operations) team to ensure continuity and alignment globally.</p>	WHG Leadership, Operations and Support Function EMEA , Wyndham Hotels & Resorts franchisees and managed teams	20
4	<p>L&D Administration & Communications</p> <p>Communicating training offerings to relevant stakeholders and managing registrations and completions.</p> <p>Maintain and update the corporate associate training calendar and trainings records.</p> <p>Create training certificates, managing training collaterals and materials for EMEA .</p> <p>Collect ideas for live trainings (online / Lunch & Learn), lease with the department heads / trainers and coordinate the technical set up and registrations.</p>	Internal Trainers, department heads, HR EMEA, Wyndham Hotels & Resorts franchisees and managed teams	20
5	<p>HR projects & On-boarding plans</p> <p>Be responsible for the on-boarding process of all corporate associates by putting together the on-boarding / training plans and leasing with relevant stakeholders and communication to associates and internal associates.</p> <p>Taking part in HR projects relating to the HR growth in the EMEA region e.g. Recognition & Engagement, CSR, Induction packs, recruitment & selection</p>	HR EMEA Team	20

Complexity

This individual will contribute to the successful delivery of the EMEA training commitments and programme with the region. The will have broad liaison throughout the organization with all functions and will build positive relationships with key representatives within the franchised and managed community as well as with their functional colleagues in EMEA and the broader Global Learning & Development Community



Scope/Financial Responsibility

This individual will act as a representative and ambassador for the organization and its brands in order to support the Learning & Development team, EMEA

The role holder will have responsibility for budget compliance and management of training course and personal expenses.

Key Competencies

Alongside the professional competencies outlined below, the successful candidate will demonstrate the fundamentals of Wyndham Worldwide's Count on Me! Service Culture to be Responsive, Respectful and Deliver a Great Experience. This will form the cornerstone of their approach as they carry out all tasks with the Count on Me! Building Blocks in mind; Compassionate, Engaged, Dependable, Courteous, Engaged, Inclusive, Hospitable, Prepared and Personalised.

- Communication
- Administration
- Planning & organization
- Presentation skills
- Relationship building
- Energy
- Service orientation
- Motivation
- Flexibility
- Cultural awareness
- Customer service

Experience and qualifications

- Professional qualification in a hospitality related field
- Experience of facilitating and presenting various topics
- Deep understanding of the training cycle and learning environment
- Fluency in both verbal and written English – a second language would be useful
- IT literacy is essential
- Proficient in the use of Microsoft office programmes including Excel, Word and Powerpoint