



JOB DESCRIPTION

JOB TITLE:	Senior HR Officer – Learning and Development
SERVICE LINE:	Human Resources
REPORTS TO:	Human Resources Manager
DATE CREATED:	September, 9, 2024
DATE MODIFIED:	September 30, 2024

JOB SUMMARY

The Senior HR Officer – Learning and Development (“L&D”) is responsible for designing, organizing and conducting L&D programs to improve employee performance and ensure organizational productivity whilst following the legislation of the Cayman Islands, for the L&D policies and initiatives of the Port Authority of the Cayman Islands (“PACI”). The Senior HR Officer – Learning and Development will manage the full cycle of activities that relate to the area of L&D at the PACI. This includes, but is not limited to, skill gap analysis; designing, developing, implementing and evaluating programs that will assist in empowering employees with specific knowledge and skills that drives increased performance and succession planning. The postholder will also provide support to the Human Resources Team and Manager as well as wider management teams and its employees by training current and new employees. The postholder will carry out any other duties commensurate with the post’s purpose and as required by the HR Manager, from time to time.

RESPONSIBILITIES & DUTIES

Learning and Development

- Assess employees’ L&D needs for training that align with the PACI’s strategic L&D objectives in the Grand Cayman and Cayman Brac offices.
- In collaboration with the Port Director, Deputy Port Director – Finance and HR Manager, establish an annual training budget to support L&D policies and initiatives.
- Develop and implement individual L&D plans with the HR Manager and department managers for employees.
- Coordinate training to foster professional development of employees as required in the Grand Cayman & Cayman Brac Offices.
- Assist with the development and review of new and existing policies, procedures, guidelines and work instructions around L&D.
- Manage communications for available L&D opportunities.
- Implement and manage ongoing skill gap analysis for the PACI and report updates to HR Manager.
- Develop and implement a Career Development Plan, inclusive of Succession Planning for the PACI.
- Design, implement and deliver effective leadership training, coaching sessions and workshops at the management level within the PACI.
- Monitor any regulatory changes that will affect the PACI and provide training, briefings, and guidance to employees at the PACI on regulatory, policy, procedure and system changes, as required.

- Coordinate recruitment of external trainers/ training institutes, and support the development of internal Training Programs according to identified L&D needs.
- Analyze and evaluate the quality, value and effectiveness of training programs by collecting data and reporting feedback to the Executive management team.
- Create, design and deliver L&D solutions to support the organizational L&D policies outlined in the overall L&D strategy, using a blend of methodologies including computer based, self-managed, classroom delivery and on job learning as appropriate.
- Create, design, development and preparation of course materials and training content, including but not limited to, presentations, workbooks and other aids for classroom, on the job and virtual learning programs.
- Oversee the management and documentation of training records within employees' HR files.
- Assist with the Onboarding process to deliver a comprehensive introduction to the PACI.
- Create, design and implement a Career Development Program for the PACI and provide career development support by coaching, mentoring and training employees who are established in this program.
- Record, collate and retain L&D information to demonstrate employee progress against individual KPIs and departmental goals and objectives.
- Monitor trending practices in L&D, specially across Maritime and Port Authority entities in order to deliver current training practice and methods to the PACI.
- Responding to all training related queries and provide high quality customer service across the organization.
- Create, deliver and manage biannual and annual employee survey results specific to L&D to improve deliverables and initiatives.
- Responsible for the promotion of the PACI and its internship programs through attendance at various Career Fairs and Conferences as related to L&D.
- Undertaking continuous professional and personal development as appropriate to the PACI and participating in staff training activities.

Performance Management

- Assist the HR Manager around performance management activities (i.e. conducting quarterly performance appraisals) by providing training on PACI's performance management platform; coaching, support and guidance to department managers, supervisors and employees.
- Assist with the development and review of new and existing policies, procedures, guidelines and work instructions around performance management.
- Promote the performance management process and provide employee support at the 30/60/90/120 intervals post training, and report against agreed KPIs.
- Analyze performance data and conduct statistical analysis to recommend L&D solutions for employee development.
- Assist department managers to Identify barriers to employee performance and offer support in setting performance objectives and L&D opportunities.

Employee Relations

- Maintain a detailed knowledge of the Cayman Islands Labour Act, the PACI's Employee Manual, regulatory requirements, policies, procedures and best practices to assist at all level of employees across the organization.
- Assist with Leave Management in the PACI's HRIS/ Time Management tracking system.
- Assist in active employee engagement through various events and opportunities.
- Assist the HR team in resolving employee relations issues, escalating these to senior team members, as appropriate.
- Communicating policies pertaining to Human Resources, L&D and performance management to employees.
- Assist with the management and organization of all employee files.
- Assist in the ongoing HR file audit and provide the HR Manager with regular updates.

- Involvement in other miscellaneous HR projects and initiatives as required to meet HR department objectives.
- Assist in other HR tasks and duties as required by the HR Manager.
- Any other tasks related to his/her area of work as requested.

This Job Description is not exhaustive, and the post holder may be required to undertake other appropriate duties from time to time.

QUALIFICATIONS & EXPERIENCE

- The post holder must hold a minimum of an associate's degree with a major in Human Resources, Public Administration, Business Administration, or Education, together with at least 5 years of L&D or training management experience.
- Proven public speaking capabilities along with an awareness of adult learning principles.
- Familiarity with instructional design/e-learning content tools is desirable.
- Computer literacy with a high degree of proficiency in Microsoft Office Suite and experience with HRIS and/or Performance Management systems.
- Proven track record in analysing information, interpret findings and make meaningful recommendations to improve L&D results.

PREFERRED SKILLS

- A high level of integrity dealing with confidential and sensitive material.
- Excellent interpersonal and communication skills.
- Familiarity with human resources requirements and best practices.
- An understanding of all relevant legislation, policies and procedures with the Maritime industry and jurisdiction.
- Research methods and data analysis techniques.
- A keen understanding of the differences between various roles within organizations.
- Principles and practices of business communication.
- Excellent verbal and written communication skills.
- Presenting proposals and recommendations clearly, logically and persuasively.

PERSONAL ATTRIBUTES

- Reliable, adaptable and willing to assist where necessary.
- Proactive, data-driven and possesses excellent interpersonal skills to establish strong and professional relationships.
- Attain the ability to get along with staff from different levels within the organization.
- Courteous and conducts oneself in a professional manner at all times.
- Detailed oriented, diligent and dependable.
- Ability to handle sensitive data in a confidential manner at all times.
- Self-starter and able to use sound judgment.
- Ability to work effectively both within a team and autonomously and contribute to a positive team environment.
- Values are compatible with Port Authority culture.

SUPERVISION OF OTHERS

- The postholder does not have supervisory responsibilities but will provide support, direction and guidance to the Executive and Management teams of the PACI.

WORKING CONDITIONS

Environment

This is a full-time position, and work is performed primarily in a standard office environment with occasional travel to different sites on island. Standard days and hours of work are Monday to Friday, 8:30am – 5:00pm. The postholder may be required to work overtime on occasion and/or weekends and travel to the Sister Islands, the Caribbean and North America.

Physical

Primary functions require sufficient physical ability and mobility to work in an office setting. This includes the ability to stand or sit prolonged periods of time, and to occasionally stoop, bend, kneel, crouch, reach, and twist. Additionally, the postholder may be required to lift, carry, push, and /or pull light to moderate amounts of weight, to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard. The postholder must be able to verbally communicate to exchange information.

Vision

The ability to see in the normal visual range with or without correction. Specific vision abilities required by this job include close vision, distance vision, colour vision, peripheral vision, depth perception, and the ability to adjust focus.

Hearing

Hearing in the normal audio range with or without correction is required. Frequent use of speech abilities required in communicating with co-workers, alerting workers working in/around moving equipment; constant use of hearing abilities to communicate with co-workers, monitor equipment performance, and give/receive instructions.

The Port Authority of the Cayman Islands reserves the right to amend this Job Description based on the business requirements of the Port; and will advise the postholder of such change(s) within a reasonable time frame after the review.

AGREED BY:

Jobholder (Print Name): _____

Signature: _____

Date: _____

Manager: _____

Date: _____

Signature: _____

Date: _____