

THE  
*Fairmont*  
**SOUTHAMPTON**

**The Fairmont Southampton is a premier luxury resort and regarded as a leader in the hospitality industry. Our mission is to turn moments into memories for our Guests. An exciting hospitality career awaits you if you are committed to providing our Guests with an authentically local experience through providing warm and engaging service.**

**Regional Director Learning & Development**

The Fairmont Hotels & Resorts, Bermuda is seeking a Regional Director of Learning & Development. This position will support all of the learning and development initiatives within The Fairmont Southampton and The Fairmont Hamilton Princess to maximize colleague engagement, guest satisfaction and overall business performance. This position reports to the Regional Director of Human Resources and reporting to this position is the Director of Learning.

As the leader of all learning and human resource development strategies for Fairmont Bermuda, the successful candidate will be responsible for, but not limited to, conducting Fairmont Leadership training programs as required, including but not limited to Fairmont Service Promise, Fairmont Leadership Training, The Seven Habits of Highly Effective Leaders, Interaction Management etc; providing Gallup Strength Coaching and other Executive Development as required; providing Hotels, as requested, with team building exercises and other resources that will maintain or enhance their departments' performance; providing guidance and direction of hotel Learning Plans; assisting Human Resource departments to prepare Learning budget in order to implement Hotel Learning Plan; supporting Regional HR Director to achieve Region wide objectives; being knowledgeable of regional training resources, and contracting with these sources as required; communicating learning opportunities within the region; modeling and communicating Fairmont Hotels & Resorts Mission, Promise, Values and ethical standards; facilitating training programs within the Hotels as required including, but not limited to, e-learning; ensuring that each hotel complies with Human Resources core standards as they relate to Learning and Development; holding regular training meetings to dialogue with departmental and hotel trainers, and providing information for continuous planned learning.

Additionally, the successful candidate will be responsible for supporting Department Heads in the implementation and monitoring of Fairmont Hotels & Resorts core operating standards and service standards within the region; monitoring JD Power Guest Satisfaction, JD Power Meeting Planner Satisfaction, and CES results and support appropriate follow-up actions through collaboration with the Regional Director Human Resources; developing, implementing and evaluating new training initiatives to maximize guest satisfaction and operational effectiveness within the Region; championing Service Plus Committee and Memory Maker Recognition Programs within the Region; championing LEAD and Colleague Performance Reviews within Fairmont Bermuda; supporting hotels with integrating and administering Fairmont Global Learning Center as a core learning resource; and assisting Human Resource team members in the operation and administration of the departments as required.

The successful candidate will also be responsible for assisting the Corporate Learning departments with the pre-opening and integration of new properties by facilitating service culture and leadership training; delivering corporate programs such as "Seven Habits of Highly Effective People", Interaction Management, Train The Trainer in regions without certified facilitators; the design and delivery of teambuilding sessions and executive committee retreats; piloting new initiatives to enhance service and leadership training programs; being a regional champion and administrator for learning technology (LMS, e-learning, Authoring tools etc.); and participating in corporate learning meetings as a key member of corporate learning steering committee.

**Qualifications**

- Minimum of 5 years experience as a Director of Learning or Director of Learning & Development
- Proven HR and Learning experience with an in-depth understanding of Fairmont culture and values
- Certification with Gallup Strengthfinder and DDI Interaction Management Programs
- Experience with hotel openings and transitions an asset
- Demonstrated outstanding written, verbal and public presentation skills.
- Proven ability to interact effectively with all levels of the organization.
- Proven ability to work independently to set and meet deadlines
- Must be a passionate, energetic, creative, self-motivated and dynamic team player with a passion to serve both internal and external Guests
- Must be computer literate, possessing a strong and proven working knowledge of Windows, Word, Excel, Human Resources software programs and PowerPoint

**Director of Learning**

The Director of Learning will be an integral member of the hotel's executive management team and will lead the hotel's Learning Department. The Director of Learning reports to the Regional Director of Learning & Development and to the Regional Director of Human Resources. This position is the champion and driving force for the culture of service excellence hotel wide and will, together with the Regional Director of Learning & Development, develop and facilitate all learning strategies for Colleagues and leaders.

The successful candidate will be responsible for, but not limited to, organizing and facilitating Hotel Orientation, myFairmont Service Promise classes for all new colleagues and managers, and Fairmont Leadership Promise for all managers; organizing and facilitating other corporate standard learning initiatives including but not limited to Harassment & Discrimination Prevention and Train the Trainer; assisting with the organization, development and initiation of learning initiatives for all employees, including the leadership team, to realize both personal and organizational goals; assisting with the development, co-ordination and execution of a Hotel Training strategic plan; partnering with department heads to understand, articulate and communicate the commitment to outstanding service levels to all colleagues; in conjunction with department heads, facilitating, coordinating, producing, implementing and aiding in the development and delivery of clear, detailed service standards for each department; assisting department heads in the identification of specific departmental training needs, and creating, facilitating and delivering training programs for these needs.

Additionally, the successful candidate will also be responsible for assisting the Executive Committee with development of specific action plans to address issues identified in the Hotel's Colleague Engagement Survey (CES) results, Guest Service index trends, as well as their own developmental needs; leading the Hotel Service Plus Committee responsible for all employee social and community events including the selection and celebration of Employees of the Month and Leaders and Teams of the Quarter; maintaining ongoing effective employee communications including bulletin boards, hotel newsletter, contributions to Dialogue; coordinating, facilitating and supporting in the delivery of Fairmont Corporate Training Programs; assisting in the planning and scheduling of all Colleague General Assemblies, Leadership breakfasts, all employee events including Service Plus colleague and leadership recognition celebrations; when necessary, partnering with external organizations who can support the hotel's learning strategy; and maintaining accurate records of activities, participant information and financial reporting.

**Qualifications, Skills & Experience:**

- University or college degree in Leadership Development, training or related discipline an asset
- Minimum 3 years experience in the learning and course facilitation field
- Minimum of 3 years demonstrated leadership experience including proven strategic planning and development experience, preferably within the hotel or hospitality industry
- Proven strong leadership and development and training skills
- Proven ability to plan and execute work far in advance of deadlines to enable changes and feedback from a variety of sources
- Proven ability to interact effectively with all levels of the organization
- Proven organizational skills and the ability to handle many projects and responsibilities at the same time
- Excellent interpersonal, written and verbal communication skills and presentation skills
- Passionate, energetic, creative, self motivated and dynamic team player with a passion to serve both internal and external Guests.
- Must be computer literate, possessing a strong and proven working knowledge of Windows, Word, Excel, Human Resources systems and PowerPoint

**All successful candidates are required to work cohesively as part of our team in a multi cultural diverse environment**

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[www.fairmontcareers.com](http://www.fairmontcareers.com)**

**Closing Date: 27 March 2013**