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|  | Julian Robert  Head of Learning and Development (Profile) | Dubai, UAE • +971 (0)52 871 4653  jtrobert@outlook.com.au • LinkedIn  Personal Details:  date of birth ▪ place of birth ▪ nationality▪ gender ▪ civil status |
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**Analytical and results-oriented training centre manager with extensive experience in learning and development.**

Solid history of success in developing training quality and competency assurance systems and methods, driving comprehensive improvements to operations and maintenance training, and reviewing/maintaining competency frameworks, learning tools, course catalogues, and curriculum as per business requirements. Proven track record of excellence in building continuous improvement culture and L&D solutions, establishing new learning initiatives, and delivering global management development, emerging talent, and engagement programmes. Skilled at providing expert-level guidance on all L&D, competency, and learning system issues, managing discipline and grievance issues, and implementing recruitment and selection strategies.

Areas of Expertise

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| * Talent & Development Retention * Knowledge & Change Management * Content Development & Evaluation * Training Programme Management | * Training Need Analysis * Performance Management * Stakeholder Engagement * Team Training & Leadership | * Project Management * Relationships Building * HR & Succession Planning * competency development |

**Professional Experience**

**Focus Training Centre – (oel-group.com), Abu Dhabi 2018 to Present**

**Business Manager**

Deliver strategic leadership to a team of five office staff and 11 trainers and encourage them to achieve set goals. Arrange effective training and development programmes on soft skills and leadership as per competency assurance framework by collaborating with customers. Direct all operations of training centre, including recruitment, appraisals, salaries, and daily business operations management, ensuring end-to-end smooth running of business. Validate ILM certified NVQ leadership diplomas and assure QA/QC of training delivery, including training competency assessors.

* Improved and maintained business revenue by 35% year on year.
* Led the development and delivery of training manager’s content/material to meet client competency needs.
* Oversaw sales and delivery of IOSH HSE and engineering training to UAE oil and gas government entities.
* Built and executed online delivery methodology during Covid-19 that secured significant revenue for company.

**Landmark Group, Dubai, UAE 2015 to 2018**

**Senior Manager (Group L&D)**

Conducted Training Needs Analysis (TNA), store audits and observation, and ROI assessment coordinating continual evaluation of the staff competency framework. Organised robust training sessions for trainers to increase their performance for leadership of programmes.

* Wrote and successfully launched an on-the-job shop floor training workbook for 3,000 staff members.
* Designed and directed successful execution of 10-day high-potential store leadership development program for 120 retail managers across six countries to enhance productivity and operational efficiency.
* Performed TNA, engaged with engagement, and created innovative content for 11 one-day professional skills programs, targeting 4,000 store and corporate staff.

**Hume City Municipal Government, Melbourne, Australia 2010 to 2015**

**Research Analyst**

Defined, maintained, achieved key social performance indicators for municipal projects to achieve social objectives. Administered overall operations of research team of five community volunteers to ensure end-to-end smooth running of business.

* Evaluated progress and success of multi-million dollar construction projects by executing assessment and reporting mechanisms for executive management.
* Conducted eight annual city-wide quantitative surveys and provided expert-level qualitative consultations on topics, such as youth, housing policy, and economic policy.

**Education & Credentials**

**Master Degree in Sociology***University of Maastricht, The Netherlands*

**Bachelor Degree in History & Social Sciences***American University of Paris, France*

**Bachelor Degree in International Relations***American University of Paris, France*

**Professional Training**

**International Minimum Industry Safety Training (IMIST), 2020**

International HSE Council, UAE (IMIST Certificate Number: 1171531216082054819)

**Basic Offshore Safety Induction and Emergency Training (BOSIET), 2020**

SMTC Marine Training Centre, UAE (BOSIET Certificate Number: 103357001308200003)

**CIPD Level 5 Diploma in Learning & Development, 2019**

Chartered Institute of Personnel and Development & AVADO, United Kingdom

**Professional Membership**

Associate Member of Chartered Institute of Personnel and Development, UK (2018 to Present)