



TRAINING MANAGER

JOB ROLE
REQUIREMENTS

**CREATING UNIQUE & MEMORABLE EXPERIENCES
FOR OUR TEAM**



Location: London, UK
Department: Learning & Development
Reports To: Head of Learning & Development
Salary: Dependent on experience (up to £46k)

Working Schedule:

5 days a week (Monday to Friday) with occasional weekend work
Typical hours: 10 am to 6 pm, with flexibility required

Work Environment:

Initial month includes shadowing service roles, including potential evening shifts to gain operational insight
Primarily based at our Central HQ in Covent Garden or a closed venue, with the option for one day per week of remote work

About Us:

We are a progressive and dynamic cocktail group based in London, committed to delivering outstanding guest experiences through innovation, creativity, and quality. Our success is driven by our people, and we invest heavily in their continuous learning and development to foster growth and excellence.

Role Overview:

As the Training Manager, you will be pivotal to our Learning & Development department, driving the design, implementation, and centralisation of comprehensive and consistent training programmes across all venues. Your mission is to foster a robust culture of learning, support employee progression, and enhance operational excellence.

Key Responsibilities:

Inception Group Academy

- Develop, oversee, and enhance a diverse range of training initiatives, covering both foundational and advanced skills tailored to all employee levels. Collaborate closely with key stakeholders to build a comprehensive programme for all levels.
- Support the Head of Learning & Development in the ongoing development of the Inception Group Academy, to ensure robust career pathways and clear development opportunities
- Design adaptable training materials that cater to different learning styles, including videos, interactive workshops, on-the-job coaching, and workbooks.
- Continuously update development programmes and learning content to align with business needs and current trends within hospitality and learning.
- Liaise with brand partners to expand and enhance our existing calendar of skills workshops.
- Manage all workshops efficiently, including employee enrolment, scheduling of special training sessions, and organising the necessary resources to facilitate smooth delivery.
- Support the management of WSET Level 1 & 2 accreditations, and Level 3 where applicable.



New Employee Onboarding

- Promote learning and development at Inception Group both internally and externally, on and off the job, for all employees within the venues.
- Manage and personally deliver our bi-weekly “welcome days,” ensuring each session is engaging, creative, interactive, and enjoyable.
- Support the Head of Learning & Development in planning and organising all salaried manager inductions and sign-offs, including regular check-ins and feedback.
- Assist the Head of Learning & Development in ensuring company compliance is accurately reported and that any areas of concern are promptly addressed and managed.
- Maintain precise records of learner attendance, progress, and feedback to support ongoing improvements to the onboarding process.
- Develop and deliver innovative and practical workshops aimed at embedding foundational knowledge for both hourly and management teams across all operational areas.
- Support the Head of Learning & Development in building a continuous training calendar of bite-sized workshops for hourly and salaried teams, fostering career development.
- Collaborate with the Group Bars Manager and Operations team to design learning interventions aligned with business objectives.
- Work closely with the Head of Learning & Development to regularly assess and update all aspects of company induction and related training websites.

Management Development

- Support, manage, and deliver all elements of our junior management development programmes for both floor and bar teams. This includes programme creation, onboarding, delivery, assessment, coaching, workshop facilitation, progress tracking, training needs analysis, project management, and sign-off.
- Work with the head of learning and development to organise quarterly development days for managers.
- Collaborate with the Head of Learning & Development to identify, design, deliver, and continuously enhance management workshops that develop essential hard and soft skills, strengthening leadership competencies and operational effectiveness at all levels.
- Support the Head of Learning & Development in conducting training needs analysis for senior managers and designing personal development plans.
- Provide direct coaching, mentoring, and real-time feedback during shifts to support daily performance and uphold service standards.

New Venue Openings

- Support the head of learning and development to plan and deliver comprehensive training programmes to facilitate new venue launches, ensuring smooth integration and effective onboarding of new teams.



Cultural Engagement and Development

- Champion a positive and inclusive workplace culture that reflects company values and brand identity, bringing to life our core value of “putting people at the heart of everything we do.”
- Lead and support initiatives that enhance employee engagement and strengthen organisational culture, including our annual cocktail competition, company events, recognition programmes, and brand days.
- Actively participate in all company trips, conferences, and events throughout the year, representing the Learning & Development department positively and professionally.
- Develop a network of training champions within venues at managerial levels to mentor new starters across all levels and contribute to broader Learning & Development initiatives, including supporting training delivery.

Operational Support and Hands-On Development

- Work closely with department heads and operations teams to ensure training initiatives are aligned with business objectives and operational requirements.
- Provide hands-on coaching, mentoring, and real-time feedback to staff during shifts, supporting daily performance and maintaining service standards.

Candidate Profile:

- Highly accountable, driven, and productive Training Manager with proven success in the hospitality industry, specialising in cocktail bars, bartending, and hospitality management.
- Strong leadership skills with the ability to inspire, motivate, and engage teams in fast-paced environments.
- Experience developing, implementing, and monitoring multi-level training programmes using diverse methods such as coaching, workshops, classroom training, mentoring, and e-learning platforms.
- Skilled at assessing training needs, tracking performance, and analysing the effectiveness of training to recommend continuous improvements.
- Excellent organisational ability; adept at setting clear objectives, managing multiple priorities, meeting deadlines, and strategic planning.
- Creative thinker with outstanding active listening, interpersonal, and communication skills, including confidence in public speaking and face-to-face training delivery.
- Proficient in IT, including managing Learning Management Systems (LMS) and generating detailed training reports.
- Adaptable, flexible, and capable of multitasking and prioritising competing demands seamlessly.
- Passionate about fostering a positive workplace culture focused on ongoing learning and personal development.