

JOB DESCRIPTION

Job Title

Training Manager

Reporting to

Senior Manager – Training /Operations

POSITION GOALS

- Provide quality, cost-effective training designed to increase individual and organizational productivity and enrichment.
- Provide development opportunities that enhance knowledge, develop skills and enrich the organization.
- Create, promote and foster an organizational environment that values development, diversity and growth opportunities for all employees.
- Provide individuals and the organization with the tools to respond effectively to customer needs as well as current and future demands for service.
- Provide ongoing leadership and support to the organization's succession efforts.
- Promote, support and leverage technology resources and tools to improve and enhance workflow efficiency and improve customer service.

Roles and Responsibilities

Following are the overall duties and responsibilities of a Training Manager:

- Identify and assess future and current training needs through job analysis, career paths, annual performance appraisals and consultation with line managers
- Draw an overall or individualized training and development plan that addresses needs and expectations
- Deploy a wide variety of training methods
- Conduct effective induction and orientation sessions
- Monitor and evaluate training program's effectiveness, success and ROI periodically and report on them
- Manage training budget
- Provide opportunities for ongoing development
- Resolve any specific problems and tailor training programs as necessary
- Maintain a keen understanding of training trends, developments and best practices

CANDIDATE SPECIFICATION:

- A minimum of 5years' experience in training and development management (essential)
- Excellent written, verbal and interpersonal communication skills
- Superb track record in developing and executing successful training programs
- Critical thinker with innovative problem solving skills
- Highly computer literate with proficiency in MS Office and related business and communication tools
- Familiar with traditional and modern training processes
- Fantastic organizational and time management skills

Ideal Experience

- Tertiary qualifications in either Graduation/Diploma essential;
- Excellent people skills and ability to interact with a wide range of client, staff and demands
- Demonstrated experience with tendering and service improvement initiatives required.
- Knowledge of occupational safety requirements
- Strong PC literacy and proven ability to manage daily activities using various systems.