

POSITION DESCRIPTION

POSITION SPECIFICATION

Position Title:	TRAINING & DEVELOPMENT COORDINATOR	Job Ref-Ind.:	
Department:	SME	Job Group:	
Location:	PORT MORESBY	KF Points:	
Direct Manager:	HEAD OF SME	KF Ref-Level:	

Purpose of Role:

Responsible for designing, implementing, and overseeing training programs that enhance the skills, knowledge, and performance of employees within the SME division. This role focuses on ensuring that the team is well-equipped to meet the needs of SME clients, comply with regulatory requirements, and achieve the bank's strategic objectives.

Essential Functions / Key Responsibilities: (Problem Solving)

Training Program Development and Implementation:

- Work with the Credit Risk Division to develop training content in line with Credit and Lending Policy and facilitate trainings accordingly.
- Design and develop training programs tailored to the needs of the SME division, including onboarding, product knowledge, sales techniques, customer service, and compliance training.
- Conduct training needs assessments to identify gaps and areas for improvement within the SME division.
- Implement training programs using a variety of methods, including workshops, e-learning, seminars, and on-the-job training.

Performance Monitoring and Evaluation:

- Assess the effectiveness of training programs through feedback, assessments, and performance metrics.
- Monitor and report on the progress of employees' training and development.
- Continuously improve training programs based on feedback and performance outcomes.

Collaboration and Coordination:

- Work closely with Head of SME Division and other department heads to align training programs with business goals and objectives.
- Collaborate with external training providers and consultants as needed.
- Coordinate with HR to ensure training programs are aligned with the bank's overall talent development strategy.

Regulatory Compliance and Best Practices:

- Ensure all training programs comply with industry regulations and standards.
- Stay up-to-date with the latest trends and best practices in training and development, particularly within the banking and financial services industry.

- Implement training initiatives that promote ethical behavior and regulatory compliance.

Resource Management:

- Manage the training budget and resources effectively.
- Develop training materials and resources, including manuals, guides, and online content.
- Maintain accurate records of training activities and employee progress.

Dimensions:

Direct Reports:	Nil
Budget: (Magnitude/Area of Impact)	Non-Quantifiable

Working Relationships (Key stakeholders, clients, suppliers, providers, consultants, etc.)

Internal Relationships:	<ul style="list-style-type: none"> • Head of SME • Department Managers • SME Division & Team members • People & Culture Department • Credit Risk Department • Marketing Department • Products Management Department • Finance Department
External Relationships:	<ul style="list-style-type: none"> • External Training Providers

PERSON SPECIFICATION

QUALIFICATIONS (technical or specialist qualifications & experience) (Know How)

Required Education	<ul style="list-style-type: none"> • Bachelor's degree in Human Resources, Education, Business Administration, or a related field.
Required Experience	<ul style="list-style-type: none"> • 3-5 years of experience in training and development, preferably within the banking or financial services sector. • Strong understanding of the needs and challenges of small-medium enterprises. • Excellent presentation and communication skills. • Proficiency in using training software and e-learning platforms. • Strong analytical and problem-solving skills. • Ability to work collaboratively with various stakeholders. • Knowledge of Banking & Loan Lending Policies and Procedures. • Strong understanding of financial products and services for SMEs.
Expected Behaviours	<ul style="list-style-type: none"> • Professional Conduct • Integrity • Adaptability • Teamwork

	<ul style="list-style-type: none"> • Problem-Solving • Customer Focus • Attention to Detail • Continuous Improvement • Act in the best interest of our business & customers For Good, For Relationship, Our People, For Future, For Openness & For Our Community
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COMPETENCIES (technical or specialist knowledge & skills)	
Required Competencies	<ul style="list-style-type: none"> • Good communications and intrapersonal skills • Good judgment and analytical skills • Be able to work under pressure and meet deadlines • An effective team player and purpose driven • Honest, dependable and reliable • Client-focused approach with a commitment to delivering high-quality service. • Ability to work independently and as part of a team. • High level of integrity and professionalism. • Strong organizational and time management skills. • Ability to lead training sessions and motivate employees. • Adaptability: Flexibility to adapt training methods to different learning styles and business needs. • Attention to Detail: Ensuring training materials and programs are accurate and effective. • Interpersonal Skills: Strong ability to build relationships and communicate effectively with employees at all levels.

TEAM & REPORTING STRUCTURE



OTHER DUTIES
<p>Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.</p>

Authorised

Job Description Updated on:

30th July 2024

Signed: