

Job Title:	Manager - Learning & Development	Reports to:	Head, Learning & Talent Development
Unit:	Human Resources (HR)	Division	Human Resources (HR)
Grade:	Band 5 –Manager, Learning and Development	Date:	January 2025
Job holder:	TBA	Supervisor:	
Signature:		Signature:	

Job Purpose Statement
<p>To contribute to the achievement of a highly talented workforce through sound Implementation of learning and talent development initiatives and programmes.</p> <p>The role holder is tasked to design the end-to-end implementation of training programmes from Course Enrolment and Uptake, coordination to evaluation of impact.</p> <p>The role shall also ensure that reports and data analyses is prepared proactively to yield insights into the outcome of Learning initiatives.</p>

Key Result Areas		
Perspective	% Weighting (to add up to 100%)	Output
Financial	20%	<ul style="list-style-type: none"> Adhere to learning costs management practices, optimizing the allotted spend to ensure maximum value is derived from investments made, thus attaining a desired profit per head ratio against the defined strategy roadmap. Consciously recommend and work with vendors who are highly effective at best value for money. Pro-actively drive all scheduled training to 100% training attendance to enable budget optimization and adherence.
Customer	40%	<ul style="list-style-type: none"> Design, development and delivery of learning initiatives, curriculums and programmes to enhance capabilities as dictated by business and industry direction needs for assigned area. Facilitate the process of learning needs analysis; collate information and recommend suitable interventions for identified gaps for assigned area. Design and delivery of both class based and e-learning training programs to address organization needs that enhance performance by addressing fundamental organization requirements such as, performance management and career development programs or as required

		<ul style="list-style-type: none"> • Conduct end of learning evaluation to assess the impact of initiatives and programs, and skill transfer to the job. • Monitor of personal development plans for divisions and/or departments to ensure adherence to plan and timely closure by the HR Business Partnering teams of competence and professional gaps. • Proactively drive the registration and completion of E-Learning programs as assigned to learners. • Work closely with the team to execute first time resolution of issues raised by staff to the department, in the achievement of exceptional internal customer service.
Internal business processes	20%	<ul style="list-style-type: none"> • Development of the annual training calendar to facilitate the effective development planning within the Bank in line with business strategy and compliance with regulatory requirements. • Generate reports on annual training programs and training calendar, which supports business strategy and complies with regulatory requirements. • Proactively track the delivery of annual training programs in adherence to the training calendar. • Communicate with trainers for training planning and scheduling of sessions to ensure smooth rollout of training programs. • Prepare post training evaluation reports to measure immediate reaction and subsequent impact of training. • Review all training and talent invoices for correctness before approval. • Support the HR Division's adherence to approved policies and procedures and provide feedback on the same to keep them competitive. • Be an advocate for a continually improving way of working within the team to drive efficient and impactful engagement and accurate delivery of service.
Learning and growth	20%	<ul style="list-style-type: none"> • Maintain own high performance and that of the team. • Own up-to-date and actioned competency assessments and development plans for self and team.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Functional Reports	Learning and Development Assistant and Interns

Reporting Relationships: jobs that report to this position directly and indirectly	

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal <ul style="list-style-type: none"> All organisation's departments and subsidiary organisations. 	External <ul style="list-style-type: none"> Customers, Suppliers, Financial Institutions, Industry Players, National and County Governments, Regulators, Etc.

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic)</i>
<ul style="list-style-type: none"> Decisions regarding management of own and team work. Decisions on quality and Timing of running planned programs Training vendors to work with.

Work cycle and impact: time horizon and nature of impact (Planning) <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)</i>
Annual performance scorecard.
Ideal Job Specifications
<p>Academic: Bachelor's degree from a recognized accredited university</p> <p>Professional: Completed or ongoing CHRP Certification.</p> <p>Desired work experience: At least 5 years' experience in Learning and Development in a mid-sized organisation. Experience in the use of Learning Management Systems Proven track record of consistently supporting the achievement of operational processes HR. In-depth knowledge of the local banking industry, banking products, banking services and banking regulations. Sound working knowledge and understanding of all labour regulations and practices.</p>

Ideal Job competencies

Technical Competencies	
Learning & Development	<p>Learning and development knowledge to effectively perform L & D activities/tasks in a manner that consistently achieves high quality standards or benchmarks.</p> <p>Knowledge and experience in modern Learning & Development practices to initiate and implement tactical changes.</p> <p>Analytical skills to effectively connect performance gaps and appropriate learning interventions for staff across the network.</p>
Customer Engagement (internal & external)	<p>Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.</p> <p>Resolves customers' queries and challenges in organized way, providing the highest quality service and monitors to confirm that the customers' needs have been comprehensively addressed.</p> <p>Provides prompt and insightful feedback to relevant stakeholders to enable them to address the root cause of the challenges faced by customers.</p>
Leadership	<p>Exercises self-leadership delivering assigned work in line with professional and technical standards within given time frames. Is reliable and works collaboratively.</p> <p>Strong influencing skills with the ability to ask the right questions to get to the heart of the issue, gain buy in and influence all levels of stakeholders as well as the ability to provide creative solutions</p> <p>Personal motivation and drive exhibited through commitment to work hard towards goals and showing enthusiasm and career commitment.</p> <p>Adheres to the company's values and policies and delivers to set objectives. Has high moral intelligence.</p>

Behavioural Competencies	
Emotional Intelligence	Knows own strengths and limits; aware of own emotions and the effect they have on others and has the self-control to keep disruptive emotions and impulses in check.
Follow Through	<p>Consistently follows through on commitments and promises with an appropriate sense of urgency, completing them in a timely and reliable manner.</p> <p>Follows up with customers to ensure that they are satisfied.</p>
Agile	Able to change plans, methods, opinions or goals in light of new information, with the readiness to act on opportunities.

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.