

## **Job Title : Manager, Learning and Development**

### **OVERALL PURPOSE:**

- ◆ Develop, lead, manage, control, and evaluate the training curriculum/program, Learning and Development manual and learning strategy in a systematic way to ensure the high productivity of staff performance, quality, capacity and ability to support the operational expansion / business and Vattanac's Vision, Mission and Core Value.

### **RESPONSIBILITIES:**

#### ***Learning Strategy***

- ◆ Diagnose and analyze the organizational skill gap in order to develop the training and coaching programs to ensure that training and coaching are best matched to the employees' skill needs and bank's needs for the present and future.
- ◆ Develop and innovate the training methodology and techniques to ensure the quality of training is accepted and satisfied by the trainees
- ◆ Analyze, lead, develop, and recommend complementary courses and other training programs for employees to fulfill the skill gaps to make sure they are knowledgeable in performing their jobs

#### ***Service Delivery Management***

- ◆ Lead on the production of training materials, standards and guidelines for the preparation of the annual training investment plan to meet the future direction of the company
- ◆ Lead the development of quality systems and processes to identify, review, plan, design, implement, and evaluate all training materials, activities, training aids to provide to trainees with quality
- ◆ Lead, develop, and establish the monitoring and evaluation of system over training and coaching programs and all training supportive tools in order to collect feedback, evaluate, and take corrective action in order to meet the expected quality of both trainees and company

#### ***Governance Management***

- ◆ Control, enforce, and recommend the training methodology, training materials, tools, annual budget in order to achieve the outputs and maintain the quality as well as comply with organization and department manual.
- ◆ Lead, monitor and implement the LND manual and manage the budget to ensure the effectiveness and efficiency of the implementation of trainees and trainers; especially, align with company's Vision and Mission.



### ***Staff Management and Leadership***

- ◆ Act as a role model by demonstrating leadership of high performing culture within the company and stakeholders to ensure the high level of performance result and positive image of the company.

### **QUALIFICATIONS REQUIREMENTS:**

- ◆ At least 5 years' experience in the Training development field in banking/financial institutions and management role
- ◆ Preferably Bachelor degree in Education and Management, or relevant
- ◆ Ability to delegate, motivation or commitment, effective communication and presentation skill, Good interpersonal skill
- ◆ Ability to work well autonomously and as part of a team
- ◆ Excellent English language skills, Computer literate with knowledge of Microsoft Office Applications

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