JOB DESCRIPTION

JOB TITILE : **Assistant Manager, Learning & Development**
REPORT TO: **Unit Head, Learning & Development**

OVERALL PURPOSE:

The Assistant Manager, Learning & Development is responsible for developing, implementing, and managing comprehensive training programs for the bank's sales team and branch staff. This role focuses on enhancing the skills and competencies of employees, including Personal Banker, Customer Service Officers, Tellers, Cashiers, Deputy Branch Managers, Branch Managers, the Sales and Credit Team in Head Office, to improve overall sales performance and support strategic business objectives. She/He also takes an active role as a direct sales trainer, delivering hands-on training to staff.

RESPONSIBILITIES:

- Design and develop comprehensive sales training programs (branch roles), including onboarding, product knowledge, sales techniques, objection handling, and customer relationship building.
- Create engaging and interactive training materials, presentations, and resources to facilitate effective learning experiences.
- Conduct training sessions for new hires during the onboarding process to ensure a smooth integration into the branch team.
- Deliver ongoing sales training sessions to existing personal banker, Deputy Branch Manager, New Promoted Branch Manager/BM to reinforce best practices, product updates, and sales methodologies.
- Utilize various training methodologies, such as workshops, role-playing, e-learning, and virtual training, to accommodate different learning styles.
- Create engaging and practical training materials such as role-playing scenarios, case studies, and interactive workshops that enhance learning experiences.
- Conduct hands-on workshops and simulations for branch staff, focusing on real-life scenarios they may encounter, such as customer interactions, credit assessments, and complaint resolution.
- Collaborate with branch management to conduct assessments of current performance levels and identify skill gaps among staff to tailor training accordingly.
- Facilitate dynamic training sessions that involve interactive discussions, group activities, and role-plays to reinforce learning.
- Utilize various training methods (in-person, virtual, on-the-job coaching) to reach all staff effectively.
- Implement a structured coaching program where experienced team members mentor newe employees, fostering knowledge transfer and skill development.

- Provide one-on-one coaching and mentoring to PB, CSO, DBM and BM to address individual performance gaps and enhance their selling skills.
- Work closely with CSDO/branch managers to identify performance improvement opportunities and design personalized coaching plans.
- Develop key performance indicators (KPIs) to evaluate the effectiveness of training programs, including sales results, customer satisfaction scores, and employee feedback.
- Track and analyze sales performance (branch) data to evaluate the impact of training initiatives and identify areas for improvement.
- Partner with branch managers and department heads to create performance improvement plans for staff who need additional support.
- Work closely with Head Office sales teams to ensure consistency in training content and sales approaches across the organization.
- Collaborate with sales leadership, marketing, product development, and other departments to ensure alignment on training content and objectives.
- Liaise with subject matter experts to incorporate product knowledge and updates into the training curriculum.
- Other tasks will be assigned.

QUALIFICATIONS REQUIREMENTS:

- Bachelor's degree in Business, Marketing, Education or related field (MBA preferred).
- The candidate should have at least 5 years' practical experience in Sales Training at reputed commercial bank
- Proficient in the use of MS Office
- Strong knowledge of sales processes and methodologies, particularly in banking operations and customer service.
- Deep understanding of the Banking business and industry
- Problem identification, resolution, critical thinking and analysis.
- Knowledge of relevant policies, procedures, and regulatory rules and regulations
- Exceptional communication, presentation, and interpersonal skills.
- Proven ability to design and implement effective training initiatives.
- Strong organizational and time management skills.
- Ability to foster collaboration between teams and build a supportive learning environment.
- Adaptability to the evolving needs of the business and a commitment to driving change.

HOW TO APPLY:

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