



Job Description

JOB TITLE	Trainer
LEVEL/BAND	MM22
DEPARTMENT	Human Capital
DIRECT REPORT (JOB TITLE)	Training Manager

Overall Purpose of the Position

To develop and deliver training to staff members as per the Bank's Training Plan as well as developing and updating the required training material.

Operational Responsibilities

- Preparation of training material and delivering the necessary courses in line with the annual Training Plan,
- Participates in Training Needs' Analysis at a Position and Individual level as guided by the Training Manager.
- In particular being responsible for the design of the induction and cashiering training programmes, ensuring that all training material is updated prior to the delivery of training;
- Responsible for the drafting of the pre and post assessment training questionnaire and its administration;
- Addressing the different learning styles of participants and ensure a learner centred style approach;
- Liaising with Strategy and Marketing to deliver courses on the Bank's new Products and Services as well as refresher courses on existing ones;
- Being conversant with the systems used by staff members and keeping up to date with developments as well as with procedures that are issued from time to time;
- Creating a Resource Centre System, maintaining a proper inventory of the material/books and keeping track of its circulation;
- Providing feedback to the Training Manager on the participation and involvement of participants and suggest improvement actions;
- Analysing participants' feedback on the training courses delivered and suggest improvement actions;
- Liaising and provide the necessary information to staff within the Branch network to attain the license for professional cash handlers and monitor and process the renewal process;

- Ensuring monitoring of training plan implementation at Branch level reporting to Manager and devise corrective action plan;
- In particular, identifying staff members who did not manage to complete a specific online course and discuss the way forward with the Training Manager to take the necessary action accordingly;
- Participating in various EU Training Support frameworks such as 'Investing in Skills' scheme to apply and obtain training costs refunds for eligible courses;
- Issuing the necessary reports when and as required as well as ensuring that the established KPIs are being met;
- Responsible for the delivery of ad hoc training projects and initiatives as directed by the Head of Human Capital/Training Manager.

General Responsibilities

- To submit any reports and/or supervise any projects and activities as may be directed from time to time.
- To ensure compliance with Bank's policies, guidelines and underlying procedures at all times.
- To assist their manager in the preparation of the unit's business plan and underlying budgets.
- Ambassador of APS Bank and be able to actively promote the brand.
- To undertake and perform any other duties that may be reasonably assigned.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Customer driven with strong focus on quality of service.</p> <p>Have very good verbal and written communication skills.</p> <p>Be reliable, organised, meticulous and prepared to work under pressure.</p> <p>Committed to self-development and enjoy working in a dynamic environment.</p> <p>Excellent analytical, troubleshooting & interpersonal skills.</p> <p>Ability to work within a team.</p> <p>Be computer literate and conversant in MS Office applications.</p> <p>Very good presentation skills.</p>	<p>Have a number of years working experience in a financial institution and ideally possess working experience as a trainer</p>	<p>Ideally possess or is in the process of obtaining, a qualification in banking, finance or related field.</p>
DESIRABLE			