

## Job Description

JOB TITLE	<b>Head of Career Development</b>
LEVEL/BAND	<b>Head of Department</b>
DEPARTMENT	<b>Human Capital</b>
DIRECT REPORT (JOB TITLE)	<b>Chief People Officer</b>

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### Overall Purpose of the Position

The Head of Career Development is responsible for leading and managing the training and talent development functions of the Bank. This includes the formulation and implementation of training and talent development strategies to ensure that the workforce is equipped with the right skills and competencies to meet the Bank's objectives as outlined in the Bank's Business Plan. The incumbent will also be responsible for the programmes to be in place that offer guidance and counselling services to employees in relation to career development. Such programmes should also cover retention, career-pathing and succession planning.

### Operational Responsibilities

- Proposes and implements policies which support the overall strategy of the Bank in relation to training needs, talent development and retention, implements training, succession planning, coaching and mentoring as well as career-pathing for a high performance culture;
- Ensures the efficient day-to-day direction of the Career Development Department and provides guidance, professional expertise, support and advice to Management when required;
- Attains the strategic goals and objectives as directed by the Chief People Officer, ensuring that career development plans are executed according to budgets but are also flexible enough to adapt to change;
- Develops and implements the Bank's Training and Development plans and budgets identifying needs, costs and timings, enabling the workforce to achieve performance improvements as required, in line with the Bank's strategic direction and approved training budget;
- Is responsible for the compilation of a training needs analysis per department, unit, position and individually collected through the Performance Development Review as well as other sources and contributes to the development of the Training Plan;
- Designs, develops and implements a career development process focusing on the creation of an internal team of top talent and the implementation of a training development plan to upskill their competencies ensuring the highest level of engagement and identifying and addressing any gaps;
- Develops effective relationships to offer guidance and counselling services in relation to career development, focusing on succession planning as well as aiming at ensuring retention.

## General Responsibilities

- Actively interfaces with the Chief People Officer and other departmental managers to ensure smooth and efficient processes in relation to career development;
- Leads, inspires and coaches team members and line-staff to achieve their targets while supporting their professional and personal development;
- Ensures that the Chief People Officer is briefed on development initiatives, both current and planned;
- Consonant with the nature of the position, keeps in sight the need to optimize efficiency and revenue while maintain diligent cost management;
- Ensures compliance with all relevant laws, policies and regulations.

## Qualifications, Skills & Competencies

- **Mandatory**

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| <b>Skill</b>         | <ul style="list-style-type: none"><li>• Have very good verbal and written communication skills;</li><li>• Possess excellent analytical and troubleshooting skills;</li><li>• Be reliable, organised, meticulous and prepared to work under pressure;</li><li>• Able to work both independently and as thought, self-reliant and assertive;</li><li>• Able to work both independently and as part of a team in a dynamic environment;</li><li>• Be independent of thought, self-reliant and assertive;</li><li>• Be computer literate and conversant in MS Office applications.</li></ul> |
| <b>Experience</b>    | <ul style="list-style-type: none"><li>• A number of years working experience in Human Resources in particular training and talent development;</li><li>• Demonstrated competency in leadership skills;</li><li>• The ability to motivate coach and develop team members.</li></ul>   |
| <b>Qualification</b> | <ul style="list-style-type: none"><li>• A professional qualification such as first degree/post graduate diploma in a related area.</li></ul>   |

**Structure**

