JOB DESCRIPTION

Learning & Development Business Partner

Purpose

The Learning & Development Business partner is a role within the People & Culture. The role will;

1) Design, develop, coordinate and deliver training programs across the organization.
2) Evaluate the effectiveness of training programs and make necessary improvements.
3) Foster a culture of continuous learning and professional development.
4) Support the strategic goals of the organization through targeted learning initiatives.

Role Dimensions

Reports to:	Learning & Development Manager
Department:	People & Culture
Job Level:	M3
Location:	Head Office, Port Moresby
Direct Reports:	

Person Specifications

- Bachelor's degree in human resources, Business Administration, or a related field.
- Prior experience in a training and development role is preferred.
- Excellent communication and organizational skills. Ability to design and implement effective training and development programs.
- Familiarity with traditional and modern training methods, tools, and techniques.
- A passion for learning and development, and the ability to inspire and motivate others.
- Good working knowledge of Finance and contemporary Banking practices and procedures.

Core Competencies

- Professional with strong integrity and confidentiality.
- Total customer service focus, quality orientated and highly motivated.
- Level-headed, resilient, and calm under pressure.
- Analytical and problem-solving capabilities.
- Excellent interpersonal skills and interpersonal sensitivity.
- A team player with an ability to work across a range of stakeholders at various levels of authority.
- Critical thinking skills, including effective analysis and use of data.
- Well organised work style and ability to prioritise and manage time.
- High level of accuracy and attention to detail.
- Ability to manage personal finances effectively.
- Willingness to travel is essential.
- Understanding of current operating environment and future changes or developments that may impact the business.
- Priority setting and delegation as appropriate.
- Lead and influence others, including those that are not direct reports, managing upwards as necessary.

- Excellent oral and written communication skills including the ability to collate information and write concise reports.
- Flexible to adapt to different situations and with all kinds of people.

- Conversant with computers and competent in the use of computer software such as Microsoft Word & Excel.
- A proven record of successfully coordinating and completing multiple tasks under high pressure and consistently on time.

Role Specific Areas of Responsibility

Training Program Design	- Conduct Training Need Analysis to identify training gaps and develop matrix to address the training gaps. - Define clear and measurable learning objectives for the training program. These objectives should align with the organization's goals and the needs identified in the assessment. - Create engaging and informative training materials that cover the learning objectives. This could include slide presentations, handouts, interactive activities, and multimedia content. - Develop methods to assess the effectiveness of the training program. This could involve designing pre- and post-training quizzes, feedback surveys, or performance metrics tracking.
Training Delivery	- Develop Training Materials: Create comprehensive and easy-to-understand training materials that cover all the necessary topics. - Schedule Training Sessions: Plan and schedule training sessions considering the availability of the participants and the trainers. - Conduct Training Sessions: Deliver the training sessions effectively ensuring that all the participants understand the topics covered. - Monitor Participant Engagement: Keep track of the participants' engagement during the training sessions and make necessary adjustments to keep them interested. - Collect Feedback: Gather feedback from the participants after each training session to understand the effectiveness of the training and areas of improvement. - Evaluate Training Effectiveness: Assess the effectiveness of the training based on the participants' performance and feedback and make necessary changes for future sessions.
Evaluation of Training	- Pre- and Post-Training Assessments: Design and implement assessments to measure the knowledge and skills of participants before and after the training. This will help quantify the learning outcomes. - Feedback Surveys: Develop and distribute feedback surveys to participants immediately after the training. The survey should ask about the relevance of the content, the effectiveness of the trainer, and suggestions for improvement. - Observation and Job Performance Metrics: Monitor participants' performance on the job after the training. Look for improvements and changes in behavior that indicate the training has been effective. - Long-term Evaluation: Conduct follow-up surveys or interviews a few months after the training to assess the long-term impact of the training. This

	can provide insights into whether the training has resulted in sustained behavior change and improved job performance.
	• Return on Investment (ROI) Analysis: Calculate the financial impact of the training on the organization. This could involve measuring increases in sales, improvements in productivity, or decreases in errors and rework. Compare these financial benefits with the cost of the training to calculate the ROI.
	• Continuous Improvement: Continually revise and improve training programs based on feedback and changing organizational needs.
Administration & Teamwork	• Coordinate travel and accommodation for the facilitators and L&D staff.
	• Make sure daily and monthly reports are updated for all Training.
	• Prepare and ensure all reports are submitted in a timely manner to the Learning & Development Coordinator.
	• Regularly updated and organized the filing system.
	• Demonstrate effectiveness that inspires confidence and promotes teamwork and respect with all staff.
	• Build and maintain relationships with internal & external staff.