

Manager Training and Development

The Manager of Training and Development is a salaried exempt position who heads all training and development initiatives. S/He is responsible for the assessment and identification of the business's training and development needs, primarily at the managerial level and for the effective coordination of training and development programs for the business. The Manager of Training and Development actively searches, creatively designs, and implements effective methods for enhancing performance, and recognizing outstanding performance.

The Manager of Training and Development maintains a consistent culture in the business with regard to training and development. The Manager of Training and Development is responsible for the creation, implementation, and improvement of all business-wide training efforts. The performance of the business is highly dependent on the training and support from the training department, which implies that the Manager monitoring the activities of the department must be highly experienced, motivated, and dedicated to quality training across the business.

Objectives and Responsibilities of the Manager Training and Development

Leadership Supervisory Role: The Manager of Training and Development's first and most prominent role is her/his leadership role over the training and development department. In this position, the Manager of Training and Development oversees all activities of the department and identifies the business's developmental needs ensuring that there is consistency with core competencies and goals.

The Manager of Training and Development also plans, organizes, and leads training programs, ensuring proper execution at all levels of the department. The Manager of Training and Development also ensures consistency in the delivery and application of training standards across the business and oversees the planning, prioritization, and development of new training programs and initiatives, ensuring that these programs and initiatives are consistent with the business overall strategies, objectives, and needs.

S/He is also responsible for following up with the leadership and management of all departments in order to ensure that the parties involved in each training program complete their training. In this capacity, the Manager of Training and Development also monitors and ensures the achievement of results within the approved training department budget. The Manager of Training and Development also plays mentorship role to key personnel in the training and development department, ensuring constant development in their professional skills, and readying them for the occupation of his position in the event of his absence or retirement.

Strategy: The Manager of Training and Development plays a strategic role where s/he is in charge of approving and developing effective training programs and materials, making regular

modifications to programs where necessary. The Manager of Training and Development also plays a leading role in the development and documentation of the training path for key positions within the business and communicating this information as needed.

For example, s/he is directly in charge of implementing training programs as well as subsequent field leadership training programs that ensure optimal leadership within the specific discipline. It is also the Manager's responsibility to lead the creation of training material and content for training programs, and identifying tools for relaying that content to relevant personnel.

Analytics: The Manager of Training and Development is tasked with an analytical role where s/he conducts research, approves, and makes further recommendations for appropriate learning management systems and databases. The Manager of Training and Development additionally develops, implements, monitors, and maintains both initial and ongoing training programs across the business.

S/He keeps track of departmental training records and develops opportunities in addition to developing dashboard reporting for all levels in the business. In this capacity, the Manager of Training and Development also conducts analyses in order to identify and define present and future training needs. The Manager of Training and Development also conducts follow-up studies on all completed training programs in order to evaluate and measure results and draw reports for the executive Manager, the Board of Managers and key stakeholders.

Collaboration: The role of the Manager of Training and Development is a collaborative role where he collaborates with other human resources departmental Managers in defining strategies and ensuring their alignment in order to avoid conflicts of interest. In this collaboration, the Manager of Training and Development also assists other HR professionals in their training needs specific to their areas of specialty.

S/He also liaises with various other departmental heads and managers ensuring proper execution of ongoing departmental training programs in order to achieve the desired results and ultimately improve the overall performance of the business. The Manager of Training and Development also collaborates with these departmental heads and managers in order to establish and maintain training metrics and to evaluate the effectiveness of training. In his collaborative capacity, the Manager of Training and Development also partners with key stakeholders ensuring adherence to the latest industry trends and practices.

Knowledge: The Manager of Training and Development is tasked with the maintenance of knowledge in the training and development department. In this position, the Manager stays up to date with the latest instructional technologies through the establishment of personal networks, attendance of workshops, reviewing of professional publications, and participation in professional industry associations. This way, the Manager is able to introduce the latest and most applicable trends in training and development for inclusion in the overall strategy, constantly maintaining and updating training programs within the business.

Other Duties: The Manager of Training and Development also performs similar duties as he deems necessary for the proper execution of his duties or other duties as delegated by the Executive Manager.

Required Qualifications of Manager Training and Development

A suitable candidate will have a proven and successful experience leading a training and development department, leading to the proper execution of programs, subsequent improvement of employee performance across the business, and ultimately the achievement of the business's goals by directing the activities that support multiple distribution channels. The candidate will also demonstrate experience in designing training materials. A suitable candidate will also have a proven ability to foster mentoring relationships and to drive continuous results of lower department managerial personnel.

Responsibilities

- Design the training and development strategy aligned with business objectives
- Carry out performance assessments and skill gap analysis to identify training needs for all company's teams
- Create a continuous learning culture by providing coaching to increase performance and staff productivity
- Select appropriate resources, curriculums, and educators to deliver successful training
- Analyze training feedback to determine whether the implemented course has achieved its goals
- Evaluate the results of learning courses to improve the outcome of future training
- Manage our training and development team to ensure all activities are aligned with the training and development strategy
- Strong understanding of adult learning principles and instructional design.
- Excellent communication and presentation skills.
- Ability to build positive relationships with team members at all levels of the organization.
- Experience working with learning management systems.

Requirements

- 5+ years of experience as a Training Manager, or a related position
- Bachelor's degree in Training and Development, Human Resources, Business Administration, or a relevant field
- Hands-on experience creating and implementing successful training programs in a business setting
- Detailed knowledge of traditional and modern training techniques
- First-hand knowledge of budget and project management
- Outstanding communication, presentation, and leadership skills

Communication Skills: Communication skills are a must have for this position, both in written and in verbal form. As a departmental leader, the clarity of the Manager's messages and

instruction down the line will determine the performance and efficiency of junior personnel. Communication skills will also be a necessity in enabling efficient and effective cross-functional/collaborative communications and the proper execution of training programs in departments across the business.

The Manager of Training and Development will also be required to create training materials and reports, which must be clear, concise, and understandable. The Manager of Training and Development will also have an ability to tailor the most complex messages for different audiences in a manner that they can understand and relate to.

Ms Office: A candidate for the position must be highly proficient in the use of Ms Word, Ms Excel, and PowerPoint, necessary for the creation of visually and verbally engaging training materials and reports for senior training and development management and key stakeholders.

Analytical Skills: A candidate for this position must possess strong analytical skills as well as a demonstrated passion for research, data analysis, and the insights that are derived from it. The Manager of Training and Development will demonstrate an ability to carry out analyses on the performance of training programs while drawing insights that lead to their improvement, and formulating lasting solutions and the development of new strategies.

Interpersonal Skills: A candidate for this position must have an ability to prioritize tasks completing multiple tasks in a timely manner, be flexible and welcoming to change, have an ability to work independently with minimal or no supervision, and be self-motivated. S/He must also be a prompt decision maker, be a strategic and creative thinker, have excellent problem-solving skills, have a positive and easy-going attitude, demonstrate strong work ethic and integrity, and demonstrate calmness and composure in times of uncertainty.

Leadership/People Skills: The candidate must additionally demonstrate strong leadership qualities where s/he shows an ability to influence a cross-functional team and top management into following a particular course action. S/He must also be approachable and likeable, inspiring trust in others, which will make it easier for people to trust in his insights and follow in his directives in his leadership position.

Compensation

A unique opportunity to build strong, resilient small businesses all across the South Side. An outstanding chance to partner with community leaders. A competitive compensation package including salary, paid-time-off benefits and professional development opportunities. **The starting salary for the position is \$60,000 annually.**