

JOB DESCRIPTION

JOB TITLE	Manager – Talent Development
DEPARTMENT/UNIT	People Operations
REPORTS TO	Senior Manager – People Operations
TERMS	Permanent ☒ Contract ☐ Full-Time ☒ Part-Time ☐

Job Summary

The Manager – Talent Development is responsible for conducting skills gap and needs assessments, aligning learning and development programs to our people strategy, designing and developing training curriculum and materials in different delivery modes (e.g., instructor-led, in-person or virtual training, self-paced training, eLearning, videos, infographics, supporting guides, etc.) as well as measuring impact and effectiveness of deployed learning solutions. The incumbent will assist in designing and implementing the Bank's performance management system and enable our team members to grow and develop both personally and professionally. Additionally, the incumbent will lead the development and implementation of a comprehensive succession plan to ensure operational efficiency and business continuity in a rapidly evolving business environment. The Manager – Talent Development will serve as an internal advisor initiating ideas across the organization that influence strategy, engagement, and a collaborative culture.

Essential Duties and Responsibilities

1. Design and delivery of group and individual instruction and training covering a range of technical, operational, and/or management areas in a specified field.
2. Development of training curricula and/or recommends and utilizes vendor programs that meet instructional goals and objectives.
3. Collaborates with department Heads to formulate training outlines and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops.
4. Work with the Human Resources Manager / Head of Talent Management regarding content delivery methods and the scope of priorities and collects and analyzes quantitative and qualitative data to generate fact-based recommendations and measurement of progress.
5. Develop Content and Maintain the Learning Management System (LMS) including employee records, reports, and training offerings.

6. Monitor Compliance Training on a monthly and quarterly basis, providing delinquency and completion reports.
7. Responsible for training logistics to include booking rooms for training and non-department trainers, coordinating with IT and Facilities to maintain/update training room.
8. Classroom Management, pre-class preparation, post class debriefing; coach and deliver feedback to participants; escalate concerns to the Manager, Human Resources, and employee's direct manager, as warranted.
9. Design Banking training-related documents, materials, and presentations.
10. Review and edit training content for consistency and design and identify areas of improvement.
11. Evaluate the effectiveness of training and development programs and utilize relevant evaluation data to revise or recommend changes in instructional objectives and methods.
12. Works with key stakeholders on needs/gap analysis and consulting on learning experiences to address needs/goals of the organization.
13. Development and management of the organization's training budget that focuses on L&D initiatives that are effective, meaningful, relevant, sustainable, and supports the ongoing transfer of knowledge to achieve results through relationships.
14. Analyzes and evaluates the impact of Learning interventions and programs on an ongoing basis to ensure effectiveness and desired performance improvement are achieved.
15. Assist in the development of key performance indicators / metrics to measure the effectiveness of team members and by extension, department, and Branch performance.
16. Advise as the HR representative on areas of poor performance and monitor the implementation and effectiveness of performance improvement plans.
17. Monitor and report on the effectiveness of new hires to identify and possibly resolve misalignment of culture fit and cases of poor performance.
18. Continuously monitor and evaluate the effectiveness of the Performance Management System and propose recommendations for improvement in keeping with industry best practices.
19. Reviews short and long-term manpower forecasts/projections.
20. Prepares and maintains staff data in order to facilitate analysis and make recommendations for manpower redeployments to facilitate business needs.
21. Reviews proposals/requests from Business Unit Heads for Human Resources requirements.
22. Manages the preparation and submission of related reports including training and development and succession planning summaries, movement analysis and demographics.
23. Manages the Succession Planning process organization wide.

24. Undertake all such other duties and responsibilities as may be assigned by Management from time to time.

Essential Education and Experience

- Bachelor's degree in Human Resources Management or a related field; demonstrated experience in learning and development programs
- Five (5) years' work experience in Training & Development field with at least three (3) years at a supervisory level
- Experience leading communications initiatives, planning, and logistics for learning programs
- Experience working directly with/consulting a business leader on HR strategy/L&D or Training

Desirable Qualification

- Master's Degree in HR Management would be an asset