

## **Position: Training Manager**

The position will be part of the Training team and report directly to the head of training team. Incumbent will be responsible for the design of training content, delivery of training to the clients' staff, assessing effectiveness of training content and delivery and creation of certification programmes for the frontline staff of the client.

**No. of Candidates Required: 1**

## **Key Responsibilities**

- **Creation of Training content**
  1. Creation of content that enables branch staff/frontline staff to understand & deliver our approach for delivery of financial services, products using the technology tools designed for the same
  2. This would mean designing the curriculum, content & methodology for the Training on conceptual knowledge & the skills required to do the above
  3. Liaison with Product, process, wealth management and technology teams to create simple and effective training content
  4. To identify various ways in which Wealth Managers can be trained in addition to conventional methods of class room training
- **Facilitating delivery of training for the licensee**
  1. Help the Licensees' Training Managers understand the content that has been created & coach them to deliver the same
  2. Certify them on the understanding of the material & their capability on delivering the same
- **Creation of testing & assessment tools**
  1. Creation of question banks & other tools required to test the absorption of the knowledge that has been delivered
  2. Execution of certifications for the staff of the licensee using the tools mentioned above
- **Training needs Analysis & Evaluating effectiveness**
  1. Interact with the Licensee leadership to understand training needs and gaps in existing content
  2. Interact with Licensee's training managers and frontline staff to obtain feedback on the training content and delivery and improve on the same on a continuous basis

3. Measuring training effectiveness using various tools and techniques and improve the quality of training content and delivery constantly

## **Key Capabilities**

1. Should be passionate about training and interacting with people
2. Energetic, self-motivated, flexible, independent personality who is interested in financial inclusion and passionate about making a difference
3. Should be able to read, write and communicate fluently in Hindi / Tamil. Multiple languages a plus
4. Must be willing to travel
5. Functional Knowledge of e-learning and online learning portals is preferred
6. Experience in the field of banking/finance is preferred

## **Minimum Qualification**

1. Bachelor's degree with a strong interest in the field of training
2. Master's degree is preferred

**Minimum Experience:** 5 years

**Job Location:** Chennai

**Approx. CTC Range:** Based on skills and experience