

| | |
|-------------------|-------------------------------------------|
| Title | Manager, Training and Development |
| Reports to | Senior VP, Teacher Recruitment & Training |

Job Role/Key Areas of Responsibility

The **Manager, Training and development**, is responsible for the learning and professional development of EF’s workforce by equipping training staff with the knowledge, behavior and motivation to carry out their duties. Managers either deliver the training themselves or arrange for TRT trainers or a third party trainer to do so. The manager helps with the ongoing, long-term improvement of employees' skills, enabling them to fulfill their potential within their organization and provide training needed to grow and retain these skills and employees. The manager is also active in improving employee engagement and employee relations throughout different products.

Roles and responsibilities:

1. Identifies core competencies of work force with product Directors; deploys competency mapping within products; uses competency knowledge in discussions with products to identify training and development needs.
2. Builds relationships to develop EF brand equity and establish EF as employer of choice through training and development opportunities and benefits; markets opportunities and benefits to products.
3. Manages knowledge and content by keeping all training materials up to date, using online and multimedia tools to produce and manage training materials and organizes the use of all e-learning materials.
4. Manages onboarding training from pre-service to current service making sure onboarding objectives are met, namely helping teachers to identify with and understand EF, build an optimistic attitude, avoid misunderstandings, help teachers feel valued, encourage socialization and a sense of belonging, reduce initial anxiety, set performance expectations and decrease the in-country learning curve.
5. Coordinates activities and plans with other TRT departments and with product stakeholders; monitors and reviews the progress of trainees through questionnaires and discussions with managers;
6. Creates, implements and delivers training and development programs, including distance education programs
7. Manages the delivery of training and development programs and devises a training strategy for the organization
8. Assesses the return on investment (ROI) of training and development programs and monitor the cost of planned programs to keep within budgets; make sure products are billed for any activities, programs or courses.
9. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
10. Contributes to team effort by accomplishing related results with Key Performance Indicators being:
 - o Quality achievement (probation and performance appraisal trend scores) Employee Net Promoter Score (as measure of onboarding satisfaction)

Career plan: This is a mid-level management position for people who want to develop their skill in managing a specialized training team; & innovating in the TEFL educational industry employee focusing on retention & development while revolutionizing the customer experience.

COMPETENCY SET

| | | | | | | | |
|--------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------|
| Builds transformational relationships | Exceeds all expectations & creates profitable business opportunities | Drives customer expectations and sets CR benchmarks | Influences across all levels of the organization | Resets performance benchmarks | Sets benchmarks for performance management of teams in the organization | Benchmarks efficiency & customer satisfaction | Encourages innovation in others |
| Establishes a collaborative culture | Actively develops an entrepreneurial culture | Exceeds customer expectations & creates long term relationships | Promotes & sustains mutual understanding & buy in | Delivers best in class performance | Able to manage performance to improve outcomes for most individuals & teams | Benefits EF through better efficiency & customer satisfaction | Does things new to the sector |
| Has a proactive collaborative approach | Works independently & makes creative decisions | Promotes team culture of exemplary CR | Uses various techniques to get buy in | Delivers high performance consistently | Takes team to next level & focuses team of continual improvement | Advocates effective resource utilization | Does things new to the organization |
| Supports and engages with others | Demonstrates creativity & initiative | Creates meaningful customer relationships (CR) | Effectively adapts message for maximum impact | Delivers consistently | Improves performance of team through goal setting & feedback | Peruses resource effectiveness | Takes action new to the job or area |
| Responds to others in a positive manner | Addresses current opportunities and problems | Has a customer perspective on issues & projects a positive manner with customers | Successfully engages in communicating with others | Achieves all set tasks | Sets challenging SMART goals to improve performance of individuals | Understands key resource issues & subsequent responsibilities | Challenges status quo |
| Building Relations | Entrepreneurial Orientation | Customer Orientation | Effective Communication | Results Orientation | Performance Management | Resource Management | Fostering Innovation |

Name: _____

Signature: _____

Date: _____