

Genus Job Description

Job Title	IT Learning & Development Mgr	Job Family	Information Technology
Job Code		Job Grade	P4

Summary

The IT Learning & Development Mgr develops, coordinates and conducts IT training, educational and orientation programs for users, develops and maintains documentation of information technology systems and applications and coordinates incorporation of documentation within applications (e.g., online help). This role develops, implements and/or approves training and documentation policies, standards and procedures, maintains records and prepares documentation of training programs, scheduling, employee attendance and training program effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Requires specialized depth and/or breadth of expertise
2. Interprets internal or external business issues and recommends best practices
3. Solves complex problems; takes a broad perspective to identify innovative solutions
4. Works independently, with guidance in only the most complex situations
5. Due to specialized knowledge, typically leads teams/projects with moderate resource requirements, risk, and/or complexity
6. Leads others to solve complex problems; uses sophisticated analytical thought to exercise judgement and identify innovative solutions
7. Communicates difficult concepts and negotiates with others to adopt a different point of view

Genus Core Behaviours / Competencies

Customer impact: builds strong, profitable, sustainable customer relationships, anticipating and exceeding customer expectations to increase demand for services and products in order to build loyalty.

Managing external environment: anticipates and responds quickly to environmental changes for the benefit of the business and customers, through strong external networks and deep understanding of the markets.

Execution Orientation: Drives to set ever higher standards and achieve results through determination, resilience and commitment. Develops solutions to enhance the service offering and drive continuous improvement.

Setting Direction: develops simple, deliverable plans based on pragmatic new thinking, ideas or concepts. Assesses accurately commercial risk and return.

Change management: Champions, leads, support or embeds change to improve things. Communicates well and helps others by overcoming barriers.

Analysis and Decision Making: Analyses opportunities and problems thoughtfully and thoroughly to make good and timely decisions.

Team Mobilisation: builds high performing diverse teams, investing resources effectively. Recruits, develops, motivates and retains talent by setting stretching goals and developing capability of self, team and organisation.

Collaboration: 'One team' approach – gains commitment to strategic vision and goals. Builds and maintains networks and relationships, sharing knowledge and experience, delivering on commitments.

The following are qualities that are the foundations on which Genus team members work:

- Integrity
- Honesty
- A desire to work to make a difference in the communities & countries that we work in
- Delivery on commitments – do what you say you are going to do
- Alignment with the business goals and values

Essential Functions include the following. Other duties may be assigned. (Include NO more than 10 functions)	% of Position
Provide subject matter expertise and lead/coordinate the creation of requirements, training needs analysis and other frameworks; Work with stakeholders throughout the business to deliver this	40
Creation of training multi-channel (interactive e-learning, PDF/Microsoft Word, webinar sessions, video on demand) collateral to support projects, up-skilling and other technology training needs	30
Delivery of training sessions for all of the above	15
Work with business and project managers/peers to measure and improve the effectiveness of training delivered	10
Manage training course curriculum for projects, ensuring progress is tracked and reported	5

100%

Requirements

Travel	Yes: occasional, planned, international
Education	N/A
Licenses/Certifications	Ideally CIPD, not vital
Experience	Ideally minimum, 3 years in medium/large corporate environment
Other	

The above position description is intended to describe the general content, identify the essential functions of, and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.