

BFCBHRJ-079 – Senior Manager Learning & Development | BFC Group | Bahrain

About the role:

The job holder is primarily responsible for overseeing the Company's training strategy in coordination with the Group Head of HR, develop different programs across the Group making sure it is effective for training new staff members and the existing ones. The Senior Manager L&D will create, maintain and improve the training programs of BFC Group. They might incorporate modern training methods, such as using visual aids or training on an online learning. Other duties include evaluating the development of the trainees and holding regular meetings with department heads on the trainees' performance. The role might also require training management staff therefore the individual should be fully versed in training directed towards senior managers. The job holder is also responsible for managing the training budget across the Group.

As well as being personable and a good communicator, this person will need to manage their time to make sure the training program runs smoothly.

Your Responsibilities:

- Ensure employees are equipped with the requisite knowledge and skills to complete tasks successfully.
- Devise and implement training, development and succession planning strategies.
- Promote and adopt various methods of training and learning; like on-the-job training, e-learning, mentoring, learning via management systems & web-based trainings/ seminars.
- Annually renew the Learning Management System (LMS) with the provider and ensure the users are updated across all Group entities in a timely manner.
- Manage all HR related content on the LMS, ensuring that all programs are implemented and completed as required.
- Ensure usage of various equipment or technologies to facilitate training program efficiency and approach.
- Systematic and regular updates to programs and methods of training.
- Develop and implement training programs across the Group.
- Design and run in-house training programs/courses.
- Produce training materials, manuals or documentation for all trainings.
- Manage and monitor group training budget and ensure optimum utilization within approved budget.
- Organize related fiscal reports and training analysis.
- Prepare and present feedback or reports on training groups, targets and accomplishments.
- Coordinate with departmental managers and seek areas of improvements for the business and suggest development programs.
- Customize department training strategies or modules and ensure all group trainings are recorded for reporting purposes.
- Supervise the branch trainings conducted by the Branch Training Manager and ensure high quality training is provided to new joiners as well as existing employees.

- Liaise with compliance department for the mandatory regulators training for all employees and report it in the employees training hours.
- Ensure that the Annual Branches Training Calendar is executed and updated as per business needs.
- Constantly guide the Branch Training Manager to promote a good audit rating for all the branches by planning, preparing, practicing and presenting methods or work instructions to achieve a better audit rating.
- Ensure consistency in service standards across the Group and if employee is transferred from one operating unit to another would not be a hassle.
- Provide advisory support to line managers and department heads to achieve their objectives through efficient training and assist managers with the best possible employee's development.
- Oversee the performance management system in the Group and guide the team as required.
- Derive a link between annual appraisals and training towards KPI-based trainings.
- Monitor and update induction/orientation program for new joiners.
- Monitor the employee grievance procedure and escalate the issues to Group Head of HR as needed.
- Oversee the disciplinary procedures and ensure local labor law fulfilment.
- Automate processes wherever feasible.
- Assist the Group Head of HR with general HR matters pertaining to all Group entities.
- Attend to staff requests and queries and liaise with the concerned to address their issues.

About You

You are required to have Bachelor's Degree in Business Administration & Management courses with specialized qualifications in HR or Management.

- Minimum 7 years' experience in field of retail training with emphasis as a trainer, of which 3 years should have been in management & supervisory capacity.
- Should have adequate background in customer service and stay a breast with the current developments in the fields of training & development.
- Strong work ethics
- Well-presented and analytical skill is an advantage.
- Proficiency in English verbal and written communication, Arabic is also preferred.