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Trainer – Durban

Hiring organization
MJM Recruitment

Employment Type
Full-time

Beginning of employment
01.08.2024

Duration of employment
Full Time

Industry
FMCG – Retail

Job Location
Durban

Date posted
June 20, 2024

Valid through
31.08.2024

Description
WE ARE HIRING :

Position Title: Trainer

Role Description

Role Profile: Trainer This profile provides indicative details pertaining to the role's key outputs and candidate fit. This is not an exhaustive list of tasks that the role holder may encounter, or an exact competency or person profile match. The profile serves only to provide a generic typical role description for a role of this nature, together with likely competency proficiencies and candidate profile criteria to achieve success in the role. Role Purpose and additional details pertaining to Trainers The purpose of the Trainer (Portfolio) role is to deliver on Training delivery to the specific divisional portfolio being serviced. Using the Training Delivery framework developed in the Group L&D Solutions space, the role ensures the effective training delivery to achieve business objectives. The role establishes business training briefing inputs and works closely with the L&D team to create suitable training inputs in conjunction with People Partners and business. This role achieves success by driving an effective, professional and proficient training experience within their specific business/divisional portfolio for permanent and non-permanent staff members. Support the divisional portfolio by managing the delivery of content and learning materials specific to the training portfolio and ensure effective evaluation of participants to determine if course learning and knowledge transfer was successfully achieved. The portfolio descriptions below provide an indication of the nature of trainer, training context and environment that should be expected. We have provided a consolidated view of all Trainer roles to enable suited and interested applicants to consider the different portfolio requirements carefully. Kindly refer to the above list to orientate which Training portfolio is available in the different locations and refer to the qualifications and experience to map to the specific requirements for each portfolio. You can apply for more than one portfolio but kindly ensure that you complete the application form indicating clearly which application form represents which portfolio.

1. The Fresh Trainers portfolio will provide specific Fresh training related to Bakery, Fruit & Veg and Deli. In this portfolio there is a close relationship with the Supermarkets and related upskilling, knowledge transfer and process orientated training related to the companies Fresh produce.
2. The Accredited Trainer portfolio will deliver a wide variety of course content primarily focused on the Accredited learning materials but may from time to time need to present or convey non accredited course material. The accredited training falls in line with the SETA requirements and requires trainers who are accredited in delivering the associated outcomes-based course content and unit standards – National Qualifications Framework (NQF) and associated NQF credits that learners can obtain when completing certain unit standard. The SETA requires both registered accredited assessors and moderators. In this portfolio there is a close relationship with the L&D Design and Development team to facilitate the

transfer of the instruction design to enable the trainer to deliver according to the required unit standards

Employee Centric Delivery

Utilise a variety of training methodologies, techniques, concepts, learning tools and practices to ensure maximum effectiveness of training programs.

Monitor and measure effectiveness of all training.

Partner with the L&D team to develop and deliver high quality training interventions and where required, to ensure that the outcomes and required units standards for accredited training materials is adequately delivered.

Together with the L&D team, Divisional People Partner and Training Delivery Manager, conduct specific training needs assessments to support the design, development and delivery of relevant training.

Ensure the overall quality in all training processes.

Establish, plan and schedule training in consultation with the relevant stakeholders.

Arranging of appropriate training venues, equipment, training materials as applicable etc.

Ensure successful transfer of knowledge and competence through effective training facilitation techniques.

Together with the L&D team Divisional People Partner and Training Delivery Manager, setting up, administering and conducting training assessment tools, such as CBT's, final assessments where relevant etc.

Complete all relevant training administration accurately and timeously.

Periodically evaluate ongoing programs to ensure if they reflect any changes and update delivery of the revised content on a regular basis.

Regular reporting and providing feedback to the relevant stakeholders. People (Self, Team & Organisational)

Participating in and aligning with the Divisional Training team to deliver training services to the business.

Participating in various Divisional Training team activities that foster an innovative, agile and employee centric culture where employees are supported, empowered and valued.

Participating in various Divisional Training team activities that foster a wellness culture to ensure that the team mentally, physically and emotionally feels supported.

Participating in the enablement of a culture of open and transparent communication within the Divisional Training team. Financial, Reporting & BI Ensuring accuracy in data input and relevant reports as applicable to the Divisional Training team.

Using official data sources to inform administrative outputs.

Assisting with compiling basic reports for input to broader People requirements.

Consolidating basic costs or data as required by the Divisional Training team and other training stakeholders.

Governance & Compliance

Ensuring compliance with relevant labour relations frameworks and legislation.

Ensuring compliance to organisational and legislative governance frameworks and standards including the H&S requirements, POPI Act, Skills Development Act.

Identifying and mitigating of Divisional Training risks. Future-Fit

Participating in the integration and effective flow of work with other solutions and service areas.

Identifying opportunities for continuous improvement in training delivery services.

Suggesting or sharing ideas related to relevant training technology requirements where required.

Qualification and Experience

Diploma in HR, OD, Training and Development or equivalent – (beneficial).

Grade 12, National Senior Certificate – (essential).

Experience within the FMCG, retail sector or similar – (essential).

1. Fresh Trainers portfolio +1 year experience in a Fresh Training Delivery role rendering a

Training delivery to a supermarket environment – (essential).

1. Accredited Trainer portfolio +1 year experience in an Accredited Training Delivery role rendering Training delivery on content and material of an accredited nature with unit standards and NQF credits with exposure to assessment and moderation – (essential).

Key Competencies and Work Ethic

The competencies included in this Role Profile indicate the nature of competencies that will contribute positively to the outputs of this role. This is not an exhaustive or exclusive list of competencies, but the most likely.

Connecting & Initiating – Works cooperatively with others and effectively manages disagreements. Works as part of a team and collaborates with others. Invites input and suggestions from colleagues. Shares information that may be useful to others. Handles conflict situations in a constructive way. Makes proactive decisions but refers to others when necessary. Takes responsibility for own work or projects. Gets involved in projects without being prompted and takes on additional responsibilities. Takes initiative to update own knowledge base and skillset.

Executing & achieving – Identifies what needs to be achieved. Establishes priorities and manages time effectively. Creates clear action plans including tasks and timelines. Takes account of possible changing circumstances. Monitors own progress to ensure the accurate and timely completion of work. Sets realistic goals for themselves. Clarifies task requirements and expectations for delivery. Monitors

activity to measure progress against set timelines. Ensures tasks have been completed in line with expectations.

Responding & adapting – Remains productive and maintains high levels of performance in a pressurised environment. Remains calm and composed in stressful situations. Can maintain focus in pressurised environments. Maintains a positive outlook believing challenges can be overcome. Perseveres despite setbacks, not giving up prematurely. The ability to embrace uncertainty and adapt swiftly to changing situations. Is comfortable working with ambiguity. Adapts to new information and changing conditions. Demonstrates a willingness to change ideas or perceptions based on new information or contrary evidence.

Analysing & Innovating – Works through the relevant details and facts. Makes connections in information identifying how different aspects of a problem are related and possible causes within the context of their role and function. Recognises the need for additional information and works to obtain it. Develops alternative approaches to the prevailing processes. Modifies and adapts current methods and approaches to better meet needs. Displays curiosity and an openness to new ideas. Takes accountability for embracing new processes, methods or systems that are introduced.

Performance & output alignment – Interprets individual performance data to identify areas of poor performance. Co-creates individual performance improvement plans. Aligns functional activities and outputs to the broader People team. Seeks to continuously improve.

Human Capital administration, policies & procedures – Understands the HC administrative processes to process employee data. Generates People orientated documentation in support of HC processes. Understands the regulatory and policy requirements to maintain and keep employee files and records. Understands the importance of maintaining confidentiality when working with employee information.

Training delivery – Works together with various stakeholders to prepare, deliver and evaluate learning content, courses and/or programmes in meeting current training needs requirements as defined by business.

Processing – Uses the required system within this process. Knows the company process requirements with regard to keeping relevant logs, files and records up-to-date and accurate. Knows the requirements for accurate reporting on process outputs. Knows how to maintain compliance with policy and process requirements.

Governance & ethical behaviour – Applies the Governance Policy, Code of Conduct and ethical behaviour. Addresses non-compliance and implements suitable corrections.