

JOB TITLE			TEAM LEAD, ORGANISATIONAL DEVELOPMENT		
JOB OBJECTIVES:					
<ul style="list-style-type: none"> o To provide support in building/developing human capital by managing all learning, leadership, coaching and development activities for the company 					
DEPT/DIVISION:		REPORTS TO:		SUPERVISES:	
Human Resources		Head, People Management		o Interns	
RELATIONSHIPS:				GRADE:	
Divisional and Department Heads, Consultants, Auditors, Regulators, Employees.				O – DM	
JOB RESPONSIBILITIES:				KEY PERFORMANCE INDICATORS:	
<p>1. Organisational Development</p> <ul style="list-style-type: none"> o Oversee and ensure the development and implementation of Individual Training Plans (ITP) for all staff. o Develop and implement skills gap analysis/skills audit plan. o Develop and manage a competency framework for the company. o Document and manage the database of training activities. o Explore best ways to reduce training costs. o Ensure training plans are in sync with the corporate objective of the business from time to time. o Work with the business partners to identify projects that will contribute achieve business outcomes. o Identify, define and track the benefits and outcomes required of the programme. o Ensure that maximum improvements are made in existing and new business operations as groups of projects deliver their products into operational use. o Create actionable deliverables for the five change management levers: communications plan, sponsor roadmap, coaching plan, training plan, resistance management plan. o Develop and implement coaching and mentoring program for all cadres of staff. o Manage all vendor relationships as it involves learning, coaching, mentoring and other developmental programmes. <p>2. Strategy, Management & Business Continuity</p> <ul style="list-style-type: none"> o Set and implement the vision and strategy for the department in alignment with the corporate goals. o Develop and manage the budget for the department. o Provide/present formal report of activities and achievements of the department monthly to the Head, People Management. o Establish and attend meetings as needed to ensure timely reporting of people issues. o Participate in internal meetings or committees to provide advice on people management. o Establish a system of knowledge management to capture, store, transfer and retrieve work done within the department for posterity and business continuity. o Support the preparation for and response to audits and ensure that any audit findings are appropriately responded to and remediated. <p>3. People Management</p> <ul style="list-style-type: none"> o Provide direction and clarify responsibilities for team members. o Communicate effectively with team members and ensure that they are accurately and promptly informed as required. o Ensure team cohesiveness and effectiveness within the department. Ensure a seamless handshake with the processes and teams of other departments. o Ensure employee engagement within the company. o Plan, support, evaluate the performance of members of the department. o Provide development support and equip team members with the knowledge and skills required to perform their job effectively. 				<p>Human Resources:</p> <ul style="list-style-type: none"> o TAT in availability of training calendar. o TAT in training advise to staff Strategic Training Hours. o TAT in implementing leadership development process/framework E-Learning Support. o TAT in resolution of issues. o TAT in developing business unit/division training curriculum. o TAT in preparing training budget. <p>Strategy/Management/Bus. Continuity</p> <ul style="list-style-type: none"> o Number of ready successors developed (compared to bench required for critical roles) o % Audit Findings Resolved by Deadline <p>People Management:</p> <ul style="list-style-type: none"> o Customer Service Index o Internal Net Promoter Score o % Succession Planning implemented/in place o No of Disciplinary actions (less is better) 	

COMPETENCE REQUIREMENTS		APPLICATIONS & TECHNOLOGY
<p>FUNCTIONAL</p> <ul style="list-style-type: none"> o Critical Thinking, Problem Solving and Analytical Skills o Strategy Development and Execution o Performance Management o Good Knowledge of Technology (lending applications) o Talent Management o Knowledge of Employment & Labour Law o Results focused o Planning & Organisation o Change Management o Project Management o Diversity management o Policy Formulation & Implementation o Business Presentation o Database Management o Learning Evaluation o Benchmarking & Survey Administration 	<p>BEHAVIORAL</p> <ul style="list-style-type: none"> o Mentoring and Supervision o Leadership, Influencing and Negotiation o Continuous Learning & Improvement o Self-Assured, Confident and Assertive o Relationship Management o Effective Communication Skills o Accountability o Conflict management 	<ul style="list-style-type: none"> o Microsoft Word, Excel and PowerPoint o HR Flex o Microsoft Navision
		WORK CONDITIONS
		<ul style="list-style-type: none"> o A typical work environment in financial services. o Requires periodic travel to branch locations across the country.
JOB SPECIFICATION		
Educational Qualification	<ul style="list-style-type: none"> o A first degree is required 	
Professional Qualification	<ul style="list-style-type: none"> o CIPM 	
Desired Experience/ Knowledge	<ul style="list-style-type: none"> o At least 5 years' experience in a similar capacity. o Experience in Financial Services industry is preferred. 	