

JOB IDENTIFICATION

Job Title: Training Officer

Department: Administration

JOB PURPOSE

Responsible for conducting the company's training needs analysis, designing training plans and courses to meet the outcomes of the analysis. Mapping of the company's key business processes to identify key areas of improvement to ensure efficiency. Align the rules and regulations pertaining to Training requirements at the airport according to the regulations of GCAA and other applicable regulations.

RESPONSIBILITIES AND DUTIES

- Develop training course objective, course outlines, lesson plans, evaluation plans, training programme, trainers guide, learners plan, assessment plan and risk assessment to ensure that all training is up-to-date and meets the standard of practice as per the applicable regulatory authorities.
- Responsible for planning the Annual training calendar. Liaising with department heads for effective implementation.
- Liaising with existing staff to clarify job descriptions and related expectations.
- Drafting instructional manuals, coordinate with HOD's for drafting training-related materials, and other relevant documentation.
- Administering regular, detailed needs assessments to identify skills deficits within the organization.
- Liaising with HOD and HR in setting the required training for new joiners and ensuring that the training is delivered timely and as required.
- Addressing skills deficits through tailored in-house training programme.
- Coordinating external training as the need arises.
- Carry out periodic inspections/observations of employees' on-the-job performance and bring any concerns or deviations to the standard operating procedures to the respective department head.
- Provide guidance and advice to employees with the explicit aim of improving their orientation and training.
- Adheres to strict confidentiality as applicable in accordance with the HR policy. Develops and manages training objectives and initiatives.
- Develops and implements training programs.
- Performs skill gap analysis for employees.
- Scheduling of training to minimise the operational and budgetary impact
- Responsible for coordination of annual department training needs assessment and for the processing of all training requests.
- Performs other duties as required.

JOB RELATED COMPETENCIES & SPECIFICATIONS SECTION

Knowledge, Skills and Competencies:

- Train the Trainer certification
- Qualification in Instruction and/or learning design is advantageous.
- Good computer skills; proficient in using Microsoft Office packages specifically MS Word, MS PowerPoint, MS Excel and MS Visio
- Advanced knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

- Demonstrable experience as a training officer.
- Proven track record of boosting company growth through training.
- Knowledge of all relevant performance tracking software and indices.
- Excellent verbal and written communication.
- Ability to diagnose training needs and provide the appropriate training methods and programs
- Strong desktop and in-person research, presentation, and reporting skills.
- Good interpersonal and supervisory skills with an ability to lead, coach, and manage others.
- Experience in the aviation industry is an advantage.
- Energetic, determined, and highly capable disposition.

Educational Profile and Experience:

- Bachelor's Degree in Human Resources, Psychology, Industrial/Behavioural Science or related qualification.
- Minimum 3 years' experience in a learning and development environment Work experience in aviation as well as exposure to GCAA regulations would be advantageous Prior experience of implementing the learning and development cycle. Good understanding and experience with lean methodology as well as the use of various quality-improvement tools such as value stream mapping, process analysis, workflow documentation, data gathering and statistical analysis.

Physical Demands:

- Must be physically fit