

TRAINING OFFICER

We have an exciting opportunity available in our Cape Town office. The Training Officer is responsible for the learning and professional development of DPO SA's workforce. They are focused on equipping staff with the knowledge, practical skills and motivation to carry out their work activities effectively. They assist with the coordination and organization of professional development and special events by providing administrative support to the department and division as a whole. The Training Assistant is an individual who handles daily administration and coordination of training initiatives and executes the day to day operations of L&D that emanate from the Group's overall L&D strategy. Approximately 80% of the role involves L&D and its related admin and 20% is General Talent Administration.

REQUIREMENTS

Academic

- Matric essential
- Bachelor's degree in Human Resources, Administration or any other relevant field

Work Experience

- Minimum of 4 years L&D/training experience
- Minimum of 2 years admin experience
- A good understanding of payments and the e-commerce industry is an added advantage
- Experience in Event Management (Seminars, Workshops or Conferences) would be an added advantage

CORE COMPETENCIES

- **Oral & Written Communications:** Ability to express oneself to provide information to others effectively, recognizing that communication is more than just a language that includes tone, style and structure
- **Innovation:** Ability to come up with new ideas
- **Teamwork:** Ability to work with and through others

- **Adaptability:** Ability to work in a fast-paced environment with ever changing demands
- **Ethically strong:** Ability to interact with people from diverse backgrounds and cultures
- **Good Numerical Skills**
- **Initiative and Proactivity:** Be a self-starter who is able to see the bigger picture and take initiative to ensure the success of training in the organization
- Ability to work under pressure, to multi-task and prioritize
- Ability to handle clerical tasks and a keen eye for detail

SKILLS

- Understanding of MS Office
- Tech savvy with a passion for technology
- Desire to learn and a passion to impart knowledge to others
- Innovative: Ability to develop ideas to enhance employee's learning experience in DPO by making it engaging and impactful

RESPONSIBILITIES INCLUDE

- Design and expand training and development programs based on the needs of the organization and the individual
- Coordinate the day-to-day administration and logistics of the scheduled face-to-face and online training courses
- Consider the costs of planned programs and keep within budgets
- Plan and assess the 'return on investment' of any training or development program
- Develop effective induction programs for new staff and work together with all trainers in the success of the same
- Work with each Division to develop Training Manuals for their processes and operations as well as various products and services
- Compile/develop with the Talent Manager/Training Manager the monthly training plan to the business
- Compile and update training attendance registers
- Source for external training providers as per requirements and manage the relationship between them and DPO South Africa

- Work with Group Training Manager and Talent Manager to identify training venues and organize training
- Maintain e-learning platform in SA submitting reports on level of engagement with various courses on the platform
- Compile training reports as required
- Complete WSP/ATR (Workplace Skills Plan /Annual Training Report Process) annually
- Facilitate the streaming and recording of training initiatives for remote teams where necessary.
- Provide support to the Talent Manager on other areas

REQUIRED SKILLS

- Understanding of MS Office Packages
- Tech savvy with a passion for technology
- At least 4 years L&D/training experience
- At least 2 years admin experience
- A good understanding of payments and the e-commerce industry is an added advantage
- Experience in Event Management (Seminars, Workshops or Conferences) would be an added advantage
- Desire to learn and a passion to impart knowledge to others
- **Innovative:** Ability to develop ideas to enhance employee's learning experience in DPO by making it engaging and impactful

Email your cover letter and comprehensive CV to talentsa@dpogroup.com

NOTE: Please indicate in your email whether you were referred to us, and if so, please say whom referred you.

Applications close 7 February 2020.