

Purpose

The purpose of this role is to deliver effective quality learning solutions in order to build the capability of TSB's Leaders and Team Members. This role will primarily be responsible for assisting in the development, design, and implementation of learning solutions, strategies, projects and professional development programmes which will ensure TSB team members have the required knowledge, skills and behaviour to support a culture of high performance and continuous learning at TSB.

Role dimensions

- Reports to: Manager – Customer & Compliance Learning
- Department: People and Strategy
- Job family: Technical Specialist
- Location: New Plymouth
- Direct Reports: NA
- Financial Authority: No

Person specifications *(what does the person need to have?)*

- A relevant tertiary degree and a minimum of 5 years experience in Learning and Development.
- Experience in the design and use of technologies to provide learning
- Proven project management skills
- A demonstrated capacity to effectively communicate with a broad range of stakeholders
- Demonstrated knowledge and awareness of best practice learning

Role specific areas of responsibility

- In collaboration with Business Leaders and other members of the People & Strategy team, identify needs and recommend and implement appropriate effective learning solutions.
- Assist in the design, development and implementation of learning and capability development resources to improve learner outcomes.
- Design, evaluate, monitor, and contribute to the reporting processes to ensure the effectiveness of learning solutions and services so TSB can meet its regulatory requirements.
- Partner with key stakeholders to create a culture of continuous learning by providing advice on effective adult learning approaches, that enables the business and/or leaders to provide real-time learning and effective performance management support.
- Internal and external stakeholder management and vendor management, including sourcing appropriate vendors, managing, and building relationships effectively, and ensuring vendor contracts are financially viable for TSB.