



## Career Opportunity

### Head of FCB Learning Academy

This job role can be filled by candidates located in Botswana, Malawi, Zambia or Zimbabwe.

#### Role Overview

- The Head of FCB Learning Academy will be responsible for developing and managing the Learning Academy at First Capital Bank. This individual will oversee the development and delivery of innovative, high-impact training and development interventions designed to enhance employee skills, technical expertise, and leadership capabilities across the organization.
- Reporting directly to the Group Head of HR, the Learning Academy Leader will ensure all learning and development initiatives align with the bank's strategic objectives and talent needs while meeting the unique requirements of each country.



#### Key Responsibilities

- Develop and implement a comprehensive learning and development strategy aligned to organizational goals
- Drive a learning culture – fostering a culture of continuous learning and professional growth
- Engage country CEOs, senior stakeholders, senior leaders and HR teams to identify skill gaps and align programs with business needs
- Direct the development of customized training for key banking roles, including retail and corporate banking, customer service, and back-office operations.
- Ensure a blended learning approach, incorporating e-learning, face-to-face workshops, and post-training support to embed learning.
- Innovative Learning Solutions: Integrate modern learning methods, including digital platforms and experiential training
- Oversee technical training initiatives to build functional expertise in areas such as compliance, risk management, and banking systems.
- Quality Assurance: Ensure all programs are high quality, relevant, and aligned with industry standards.

#### Skills, Knowledge, and Competencies:

- Strategic mindset with the ability to align learning initiatives with organizational objectives.
- Deep understanding of learning and development best practices, including technical and leadership development.
- Exceptional leadership and team management skills.
- Proven ability to influence and build relationships with stakeholders across all levels of the organization, particularly in multi-country settings.

- Analytical skills to assess training effectiveness and drive continuous improvement.
- Strong project management skills, with the ability to oversee multiple programs simultaneously.

#### Qualifications and Experience

- Bachelor's Degree in Human Resources, Education, Business Administration, or a related field (essential).
- Master's degree or professional certifications in Learning and Development (e.g., CIPD, ATD) is preferred.
- Minimum 7-10 years' experience in learning and development, with at least 3 years in a leadership role within the banking or financial services sector.
- Demonstrated success in designing and leading high-impact learning programs, including technical training and leadership development.
- Proven experience working in a multi-country organization, tailoring programs to meet both local and group-wide needs.

#### How to apply

To access the full job profile, please visit our careers site:

<https://fmbcapitalgroup.com/careers/>

To apply, kindly enter your details using the link provided below:

<https://fcssl.cloud.processmaker.net/webentry/17/application-form?country=MW>

no later than Sunday, 26 January 2025

Please note that only shortlisted candidates will be acknowledged.