

## Job Profile – Head of FCB Learning Academy

Job Information			
<b>Job Title</b>	Head of FCB Learning Academy	<b>Job Grade</b>	Grade 6
<b>Function/Business Area</b>	Human Resources	<b>Number of Direct Reports</b>	5
<b>Reports To</b>	Group Head of HR		
<b>Location</b>	Malawi, Zimbabwe, Botswana or Zambia		

Job Purpose
<p>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.</p> <p>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.</p>

### Main Accountabilities

<b>Strategic Leadership</b>	<ul style="list-style-type: none"> <li>Develop and implement a comprehensive learning and development strategy aligned to organisational goals</li> <li>Drive a learning culture – fostering a culture of continuous learning and professional growth</li> <li>Engage country CEOs, senior stakeholders, senior leaders and HR teams to identify skill gaps and align programs with business needs</li> </ul>
<b>Curriculum Design and Development</b>	<ul style="list-style-type: none"> <li>Direct the development of customized training for key banking roles, including retail and corporate banking, customer service, and back-office operations.</li> <li>Ensure a blended learning approach, incorporating e-learning, face-to-face workshops, and post-training support to embed learning.</li> <li>Innovative Learning Solutions: Integrate modern learning methods, including digital platforms and experiential training</li> <li>Oversee technical training initiatives to build functional expertise in areas such as compliance, risk management, and banking systems.</li> <li>Quality Assurance: Ensure all programs are high quality, relevant, and aligned with industry standards.</li> </ul>
<b>Talent Development and Career pathing</b>	<ul style="list-style-type: none"> <li>Drive the design and implementation of career pathing frameworks to support employee growth and succession planning.</li> <li>Partner with managers to identify high-potential talent and align their development with organizational needs.</li> <li>Promote leadership development programs to build a pipeline of future leaders within the bank.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>Lead, manage, and develop the in-house training team, ensuring they have the expertise and resources required to deliver impactful programs.</li> <li>Provide mentorship and professional development opportunities to trainers, fostering a high-performing L&amp;D team.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Budget Management:</b> Allocate and manage resources effectively to ensure cost-efficient training delivery.</li> <li>• <b>Vendor Management:</b> Engage with external providers when necessary for specialized training or certifications.</li> </ul>
<b>Continuous Improvement and Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Establish systems to measure the impact of training initiatives, including performance metrics, employee feedback, and return on investment analyses.</li> <li>• Ensure all training content is up to date, engaging, and aligned with banking regulations and industry best practices.</li> </ul>
<b>Governance and Reporting</b>	<ul style="list-style-type: none"> <li>• Oversee the administration and management of the Learning Management System (LMS) to track employee participation and progress.</li> <li>• Prepare regular reports on the academy's impact, progress, and resource needs.</li> </ul>

### 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.
- Experience with Learning Management Systems (LMS) and e-learning platforms.
- Knowledge of banking regulations, products, and customer service standards.

### Technical skills/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.

### First Capital Bank Values

The values provide a framework for how we in First Capital Bank work together and how we serve our customers and the communities we are in

- Our service is our pride.
- We have a shared responsibility for our business.
- We value time and deliver quickly.
- We are open and honest, but respectful.
- We find simpler ways of doing things.
- Integrity and Reputation are our wealth