

Learning and Development Partner

Job Information			
Job Title	Learning and Development Partner	Job Grade	5
Function	Human Resources	Reports To	Head of FCB Learning Academy Head of HR
Location	Malawi, Zimbabwe, Botswana, Mozambique and Zambia		

Job Purpose
<p>The Learning and Development Partner will play a pivotal role in supporting the strategic goals of First Capital Bank by designing, delivering, and evaluating training programs that enhance employee skills, technical expertise, and overall performance. This individual will proactively support the identification and development of talent, deliver specialized technical training, and design career pathing frameworks to ensure employees are equipped to meet the bank's operational and customer service standards and contribute to the Banks success.</p>

Main Accountabilities

Program Design and Delivery	<ul style="list-style-type: none"> Develop and deliver customized training programs for key banking roles, including branch banking, corporate banking and support functions Use a blended learning approach, incorporating e-learning modules, interactive workshops, simulations, and on-the-job training. Deliver high impact training Ensure training materials reflect banking regulations, organizational policies, and industry best practices.
Training Needs Assessment	<ul style="list-style-type: none"> Collaborate with leaders and HR to identify current and future skills gaps across teams and departments. Conduct training needs analyses through performance reviews, talent assessments, and employee feedback. Act as a consultant to leadership on employee development, helping integrate training into broader talent management strategies.
Talent Development	<ul style="list-style-type: none"> Collaborate with the HR team and managers to identify high-potential employees and support their development through targeted programs. Design and implement structured career pathing frameworks for banking roles, enabling employees to progress within retail, corporate, or operational functions. Provide coaching and mentoring to employees, fostering leadership potential and readiness for advancement.
Technical Training and Upskilling	<ul style="list-style-type: none"> Deliver role-specific technical training to ensure employees develop expertise in core banking systems, processes, and products. Deliver leadership, management and interpersonal skills training Support the onboarding of new hires by delivering induction and onboarding programs tailored to banking operations.
Continuous Improvement	<ul style="list-style-type: none"> Evaluate training programs' effectiveness through feedback, assessments, and performance metrics, ensuring alignment with the bank's goals. Update training materials regularly to address new banking products, technologies, and regulatory changes.

	<ul style="list-style-type: none"> • Monitor progress and provide feedback to employees and managers on training outcomes.
Administration and Reporting	<ul style="list-style-type: none"> • Maintain training records, including attendance, certifications, and outcomes, using the Learning Management System (LMS). • Prepare reports on training impact, talent development progress, and return on investment for key stakeholders.

Qualifications and Experience

- Bachelor’s degree in Human Resources, Education, Finance, or a related field (essential).
- Professional certification in Learning and Development or Training (e.g., CIPD, ATD) is preferred.
- Minimum 3-5 years’ experience in training roles within the banking or financial services sector.
- Proven track record in delivering technical training and developing career pathing frameworks.
- Proven experience in developing training curriculums
- Experience working with Learning Management Systems (LMS) and other training tools.

Technical skills/Competencies

- Expertise in designing and delivering technical training programs for banking roles.
- Excellent facilitation, presentation, and communication skills, with the ability to engage employees across all levels.
- Proactive approach to identifying and nurturing talent, career pathing, and succession planning.
- Analytical skills for assessing training needs and evaluating program effectiveness.
- Strong interpersonal skills to collaborate with managers, employees, and stakeholders.

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