Child Protection and Family Services Agency
Ministry of Education, Youth & Information

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	Training Officer
JOB GRADE	Level 7
POST NUMBER	
DIVISION	Corporate Services Division
REPORTS TO	Senior Training Officer
DIRECT REPORTS	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

_____ _____

Employee **Date**

_____ _____

Manager/Supervisor **Date**

_____ _____

Head of Department/Division **Date**

_____ _____

Date received in Human Resource Division **Date Created/Revised**

JOB PURPOSE

The Training Officer is responsible for coordinating, designing, implementing, and evaluating comprehensive training programs to enhance the skills and knowledge of agency staff involved in child protection and family services.

KEY OUTPUTS

- Individual Work Plans
- Annual Training Plan and Budget
- Training Programmes (including customized and newly developed courses)
- Delivered and Facilitated Training Sessions
- Succession Plan
- Impact Assessments of Training Initiatives
- Training Manuals and Materials
- Prepared Reports
- Maintained Training Database and Employee Training Records
- Competency Profiles
- Training Needs Analyses
- Standard Operating Procedures (SOPs)
- Performance Management and Appraisal System (PMAS) Programme
- Training Evaluations
- Desk Audits
- Updated Skills Inventory

JOB RESPONSIBILITIES

A.) Management/Administrative Responsibilities

- Participates in the preparation of the budget for the Unit;
- Participates in the development of the Operational Plan for the Unit;
- Individual Work Plan developed;
- Meets regularly with the Senior Training Officer and Director, Corporate Services to discuss the co-ordination of training programs;

B.) Technical /Professional Responsibilities

- Contributes to the development of assessment and training policies;
- Ensures all training policies are adhered to;
- Manages training programmes to ensure they respond to identified needs effectively and meets quality standards;
- Delivers training sessions/courses to in-house and external agencies when required;

- Consults with the Senior Training Officer and Director, Corporate Services in relation to decisions about training venues, and the development of new courses;
- Customize courses and develop new training courses where required to achieve strategic objectives and meet identified needs of the Agency;
- Liaises with external trainers contracted to deliver courses
- Conduct regular training needs assessments through job analysis, performance appraisal reviews, and consultation with line managers; analyze findings, identify appropriate training solutions, and make recommendations to management.
- Design, develop, and deliver training programs utilizing a variety of methods, including classroom instruction, on-the-job training, demonstrations, workshops, meetings, and conferences, within approved budgets.
- Facilitate training sessions and group discussions to enhance employee learning and engagement.
- Coordinate on-the-job training initiatives and arrange staff participation in local and overseas courses, seminars, and conferences as necessary.
- Establish and maintain comprehensive training databases and records for all employees, and update the Agency's skills inventory regularly.
- Assist in the implementation of succession planning and development, collaborating with management to support career progression.
- Deliver training sessions, facilitate group discussions, and provide coaching to staff
- Provide training and ongoing support to managers and staff in the implementation and maintenance of the Performance Management and Appraisal System (PMAS); monitor documentation for accuracy and provide corrective guidance as needed.
- Conduct research on best practices in employee training and development and maintain a centralized library of job description resources.
- Participate in the development and implementation of career paths for all staff.
- Plan and organize effective orientation programs for new hires to ensure successful onboarding.
- Conduct impact assessments of training initiatives and prepare timely unit reports for submission to the Director, Corporate Services Division.
- Recommend procurement and manage the inventory of training equipment and materials.
- Evaluate training effectiveness through pre- and post-assessments, feedback surveys, and observation of on-the-job performance, making modifications as needed to ensure alignment with agency policies.
- Maintain confidentiality and foster culturally responsive, trusting relationships with staff.
- Represent the Agency at meetings, seminars, and conferences as directed

C.) Other Responsibilities

- Perform other related duties and functions as assigned by the Director, Corporate Services.

PERFORMANCE CRITERIA

- Timely delivery of training sessions and materials, with adherence to budgets and timelines for program development.
- Stipulated deadlines and quality standards are consistently achieved
- Human Resource policies support the achievement of the Agency's mission, goals and objectives
- Accurate advice is given on employee issues in accordance with established human resource policies and procedures
- Training programmes are effective as evidenced by improved job performance of employees
- There is adherence to the Agency's training and study leave policies
- Training databases and current and accurate training records are maintained
- Reporting deadlines are consistently met, and accurate information is available for decision making by the Director, Corporate Services
- Harmonious relations are maintained with staff members and external contacts
- Confidentiality, integrity, dependability and tact are displayed in the execution of duties
- Human Resource polices are administered equitably and exclude discriminatory practices
- Effective evaluation and modification of training programs, evidenced by data-driven reports showing enhanced knowledge retention and application in real-world scenarios.
- Individual Work Plan developed within agreed time frame;

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Conduct Training Needs Assessment annually to facilitate development of Training Plan
- Conduct Impact Assessment as required
- Identify and recommend areas for intervention/review
- Recommend training provision, budget, and suppliers

QUALIFICATION & EXPERIENCE

- B.Sc. degree in Human Resource Management or equivalent
- Experience in the development and delivery of training programms and the ability to customize programs to meet needs;
- Two (2) years' experience

OR

Any equivalent combination of education and experience

REQUIRED COMPETENCIES

- Sound knowledge of the Child Care and Protection Act, Children (Adoption of) Act and other relevant legislation
- Basic knowledge of the Executive Agencies Act

- Sound knowledge of the National Parenting Support Policy
- Basic knowledge of the principles and practices of Social Work
- Sound knowledge of issues affecting children locally and internationally
- Excellent training needs analysis and assessment skills
- Excellent presentation skills to include modern presentation methodology
- Excellent communication and interpersonal skills
- Excellent training, facilitation and coaching skills
- Excellent planning and organization skills
- Sound judgement, decision making and problem solving skills
- Ability to work under pressure and meet tight deadlines
- Working knowledge of relevant computer application and systems including human resource packages

WORK RELATIONSHIPS

Internally
Chief Executive Officer
Divisional/Regional Directors
Unit Managers/Supervisors
Team Leaders
All Staff

Externally
Child Care Institutions
Ministry of Education Youth & Information
Stakeholders
Suppliers/Contractors
Educational Institutions

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Numerous critical deadlines;
- Exposure to confidential information;
- Required to work beyond normal working hours whenever the need arises.