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## Position Description

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Vacancy Title: **Training Delivery & Support Officer**

Location:

Reports To: **None**

### Objective

The Training Delivery & Support Officer is responsible for designing, implementing, and administering training programs for FBC's Pacific Multimedia Academy.

### Outcomes

#### Organisational Stakeholders

##### 1. Program Development & Implementation

- Design and develop training programs tailored to various learner levels and objectives.
- Implement training solutions, including workshops, e-learning modules, webinars, and hands-on projects.
- Stay up-to-date with industry trends and incorporate relevant tools, technologies, and methodologies into the Learning Academy.

##### 2. Content Creation & Management

- Create engaging learning materials, presentations, handouts, and assessments.
- Create content that supports continuous learning and career progression.
- Develop and manage a library of training resources available on-demand for employees and partners.

##### 3. Facilitation & Training Delivery

- Lead training sessions and workshops, utilizing a blend of instructional techniques.
- Collaborate with department heads and subject matter experts to co-facilitate specialized sessions.
- Ensure training sessions are engaging, interactive, and result-oriented.

##### 4. Program Evaluation & Improvement

- Develop and track KPIs to measure the impact of training programs on performance and development.
- Regularly review and update training materials to maintain relevance and quality.

##### 5. Learning Academy Administration

- Maintain training records, schedules, and participant progress.
- Manage the logistics of training sessions, including venue booking, materials preparation, and communication.

##### 6. Teamwork and cooperation

- Cooperation within the team and other department
- Cooperation across departments
- Work collaboratively to achieve the set targets and goals of the organization
- Team work and commitment through employee engagement and communication

##### 7. Well Informed Management

- Ensure the monthly and yearly training report is accurate and on time
- Provide ad- hoc reports on training are provided for general business decision making

##### 8. FBC's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

#### Product's Stakeholders

##### 1. Operational and statutory compliance

- Statutory compliant to laws and regulations
  - Health and safety compliance
  - Environmental compliance
- Operationally compliant to the organisation's policies and procedures

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Business Performance	Manage the performance of the organisation.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
<b>People</b>	
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Learning	Develop the competencies of self and others to enhance performance.
Self-Management	Manage your priorities and objectives efficiently and effectively
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Human Resource Management	
<b>Preferred</b>		
Other	Trainers of Training Model 1 -4 (TOT)	
<b>Desirable</b>		
Higher Degree incl. Post Grad Cert or Dip	Management/ Human Resources Management or relevant discipline.	

## Work Knowledge and Experience

Minimum 3 years of experience in a learning and development role, including instructional design and training facilitation.

Excellent presentation and communication (written & verbal ) skills.

Knowledge of Microsoft Office applications.

Demonstrated experience in developing and evaluating training programs

Well-developed documentation and time management skills

Must be a registered Training Officer.

## Requirements

### Language Proficiency

Excellent command of English

Valid driver's license

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		

Type	Interaction	Comments
	All employees	
	Management Team	
<b>External</b>		
	Customers	
	Government authority	
	Regulators	
	Statutory Authorities	

## Attributes

### Behavioural Styles

Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
Experimenter	Tries out new procedures, ideas or activities.
Innovative	Devises new and creative ways to do things comes up with original ideas.

### Interpersonal Styles

Team Oriented	Enjoys being with others as part of a group or team.
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### Thinking Styles

Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Well organised	Controls tasks in a well thought out and critical manner.

## How To Apply

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## Contact for Enquiries

Contact Name: HR Team

Contact Email: hrteam@fbc.com.fj

Further Contact Information: 3314333

**Closing Date: 19 Mar 2025**