



JOB TITLE: Training Coordinator

DEPARTMENT: Human Resources

REPORTS TO: Human Resource Manager.

Key Stakeholders and relationships.

Internal: Head of Corporate Services, HRM, HR Team Leader, HR Team, Coordinators, Team Leaders, SW Staff.

External: Scholarship Officers, Donors, Training Providers, Tertiary Institutions,

Purpose and Scope of role

The role's responsibility is to attract the right talent at the right number at the right time and to train, develop and manage their performance while at Solomon Water.

Key Competencies

Leadership Competencies

Accountability: Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

Customer Service: Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services is committed to continuous improvement.

Communications: Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed. Writes in a clear, concise, organized, and convincing manner for the intended audience.

Team Work/ Building: Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

Action Management: Decisiveness: Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Strategic Thinking: Formulates objectives and priorities, and implements plans consistent with the long-term interest of the organization in a global environment, Capitalizes on opportunities and manages risks.

Problem Solving: Identifies and analyses problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

Safety Commitment: role models safe behaviours and ensures all staff are aware of their contribution to safety, supporting consequence management.

Key Responsibilities

In a technical capacity the role holder will:

1. Proactively and consistently role model and promote the **‘Solomon Water Way ‘**
2. Escalate issues as required to ensure ‘no surprises’ for the Leadership Team
3. Support the workplace planning process to identify appropriate levels of resources needed to support the delivery of services against agreed outcomes.
4. Support Succession Planning process by providing relevant data
5. Support Talent Attraction, Recruitment and Selection processes
6. Support the implementation of the HR Plan and cross check the implementation process
7. Carry out annual Skills Audit and Training Needs Analysis [TNA] and identify training gaps/needs that exist within Solomon water.
8. Develop the annual Solomon Water Short Term and Long Term Training Plan that is aimed at addressing the training gaps/needs that exist within Solomon Water.
9. Drive Solomon Water’s Learning & Development Strategy focusing on building a skilled and knowledgeable workforce equipped to deliver:
 - ❖ Required services
 - ❖ Effective succession planning
 - ❖ Targeted program for young leaders and
 - ❖ A sustainable ‘Exit’ Strategy.
10. Align training outcomes with personnel records
11. Manage a ‘knowledge exchange program’ to ensure there is a sharing of the most current information across SW: reports from training courses, presentations.
12. Explore funding sources available for training and development
13. Facilitate testing of competencies as required
14. Coordinate Performance Management System for all staff
15. Consult, research and draft organizational development strategies giving strategic HR direction; refinements for organizational and management structures; supporting planning, system development and quality control
16. Facilitate the identification of appropriate work force development strategies.
17. Research and draft proposals to support allocation of resources.
18. Oversight the learning and development for the Human Resource Team.
19. Research and draft proposals identifying changing needs and situations.
20. Trouble shoot where ‘gaps’ appear in systems, processes and workplace practices
21. Report on quality and performance issues.
22. Oversight the implementation of SIWA’s L & D Policy
23. Support Team Leader and section heads with the implementation of processes and procedures alert the Human Resource Manager about the quality issues.
24. Management of the HR Data Base.
25. Manage the SIWA Induction Program for all new employees.
26. Coordinate the review of HR Tools
27. Support the implementation of the HR Plan and cross check the budget process.
28. Deputise for the HRM in overseeing the executive management of all aspects of human resource management.

Key skills

1. Collaboration skills, facilitating strong relationships with the internal counterparts, Leadership Team, external stakeholders and staff, in the best interests of Solomon Water
2. Demonstrated recruitment and selection experience
3. Demonstrated human resource competencies especially as they relate to learning and development
4. Demonstrated ability in planning, monitoring and evaluation
5. A proven understanding of working in a policy environment to deliver against expected outcomes
6. Well-developed networking skills
7. Proven experience in team work both as a leader and a team member
8. Strong skills in developing colleagues across both management & technical areas
9. Demonstrated managing performance appraisal system
10. Ability to work in a high-pressure environment with proven skills in withstanding political and other pressures.
11. Computer literate
12. Excellent communication skills

Qualifications/ Education and Experience**Essentials**

- Tertiary Bachelor's degree in Human Resource Management or related field

Experience

- Five (5) years' experience in training, human resource development, recruitment and performance management