

South African Board for Sheriffs – Job Description
Revised 14 March 2015

Name: Vacant

Supervisor: **Manager: Training & Development
And Communication**

Substitute **Manager: Training & Development
And Communication**

Supervisee/s N/A

Job title **Training Officer**

Purpose of the Position

The post is responsible for monitoring and facilitating knowledge acquisition and reporting on the effectiveness of programmes and interventions in accomplishing the long-term skills developmental goals/ objectives of the SABFS.

Design, develops and conducts training programs for various stakeholders within the industry and organisation.

Scope

The Training Officer reports to the Manager and is responsible for;

- Organisational development
- Project management.
- Financial management
- Administration

Responsibilities

(Major responsibilities and target accomplishments expected of the position)

The Officers major responsibilities are planning, directing, or coordinating the training and development activities within the organisation.

KEY PERFORMANCE AREA	Weighting
KPA 1: Organisational & Skills Development	50
KPA 2: Project Management	30
KPA 3: Administration	20

KPA 1 - Organisational & Skills Development

KEY RESULT	TASK
Organisational Development Planning	<ol style="list-style-type: none"> 1. Collaborates with management to gain knowledge of work situation requiring training for employees 2. Monitor and support PDP planning sessions for organisation 3. Monitor training results and statistics 4. Continuously recommend new training approaches, techniques and programmes 5. Build well established business partnerships with the various business units

South African Board for Sheriffs – Job Description
Revised 14 March 2015

	<ol style="list-style-type: none"> 6. Co-ordinate business projects within a standardized training framework 7. Conduct international benchmarking research to keep abreast of developments 8. Plan, develop, and provide training and staff development programs 9. Analyze training needs to develop new training programs or modify and improve existing programs 10. Writes business proposals with budgets and submits to stakeholders for funding
Design training interventions	<ol style="list-style-type: none"> 1. Formulates teaching outline and determines instructional methods 2. Develop relevant, value-adding training material 3. Develop training curriculum for new and existing sheriffs. 4. Analyse feedback and amend training programme as required Design training manuals for internal documented procedures 5. Develops teaching aids, such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works
Facilitate training interventions	<ol style="list-style-type: none"> 1. Facilitates relevant training interventions 2. Facilitate the transfer of skills and knowledge 3. Accurately assess skills, abilities and knowledge to determine competence levels 4. Moderate training interventions and assessments for formal programmes 5. Tests trainees to measure progress and to evaluate effectiveness of training. 6. Facilitate induction programme for new staff

KPA 2 - Project Management

RESULT	TASK
Scope, plan, create and maintain development project plans and schedules for training initiatives	<ol style="list-style-type: none"> 1. Define tasks and project milestones to ensure systematic planning of the prioritized objectives 1. Monitor, track, and report on progress against plans to all stakeholders 2. Track key milestones and commitments and ensure completion of milestones as scheduled. 3. Allocate and monitor project tasks as well as support tasks. Liaise with clients to capture project requirements. 4. Communicate requirements to project team 5. Report on task / project dependencies, risks factors, and resource conflicts. 6. Ensure successful implementation of project / support objectives and goals.

	<p>7. Liaise with stakeholders to ensure that expectations are met.</p> <p>8. Constantly document and improve SABFS project management process</p>
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KPA 3 - Administration and Management

RESULT	TASK
<p>Performs tasks associated with the administrative and reporting requirements of the function.</p>	<ol style="list-style-type: none"> 2. Capture and analyse PDP data for organisation 3. Oversees professional indexes and manage the control of information flow 4. Support the Implementation of the document management and Archives Acts for the storing of digital and hard copy documents. 5. Actively manages all financial resources, facilities and assets to ensure maximum benefit, value for money and manageability of risks 6. Support the development and submission of an annual Workplace Skills Plan and Training report in compliance with the requirements of the relevant Seta. 7. Compile and update statistical information with respect to training completed, attendance levels and targets achieved. 8. Prepare reports on the activities of the training interventions and projects outlining objectives and accomplishment of outcomes. 9. Update training materials, in line changes to the legislation, processes and agreements. 10. Maintain the training information and recordkeeping system, and respond to queries. 11. Ensure reports, correspondence and documentation and information is recorded, processed and maintained in accordance with laid down administrative procedures 12. Support the submission of relevant reports, Workplace Skills Plans and Annual Training Report to relevant external bodies. 13. Completes WSP's and ATR's in line with Seta requirements

Knowledge, Skills and Abilities

Knowledge

The incumbent must have proficient knowledge in the following areas:

Relevant educational and skills development as well as HR qualification or similar

3 - 5 years experience as a trainer/facilitator

Registered assessor and moderator

Registered Skills Development Facilitator

Good knowledge of SAQA, QTCO and SETA structures and the Skills Development Act (SDA)

Development and Design of outcomes based training material

Knowledge of a Learner Management System

South African Board for Sheriffs – Job Description
Revised 14 March 2015

Experience and knowledge of E-learning
Experience and knowledge of VIP – HR Premier
Budgeting and proposal writing
Strong writing skills

Skills

The incumbent must demonstrate the following skills:

- Communication
 - Has theoretical understanding of facilitation methodology, and understands and implements the principles of thereof to the appropriate target audience.
 - Excellent verbal and written communication skills
 - Good understanding of how best to write training material

- Interpersonal relations
 - Ability to communicate and relate to all stakeholders (all levels of employees)
- Customer Service Orientated
 - Good understanding of the business to ensure that the products and services are best administered to specific customer
- Good understanding of budgeting and expenditure control
 - Ability to track spending and budgets
- Works independently and initiates strategic initiatives
 - Works independently and utilise original and creative skills development initiatives
 - Pro-actively addressing possible knowledge management problems that could impact on the business or the customer
 - Pro-actively identifying new trends in the market
- Strategic Thinking
 - Development of knowledge management policies and practices
 - Guidance of Boards skills development direction
 - Analysis of future and past strategies
- Systems Knowledge
 - MS office
 - MIS systems
 - VIP HR function

Personal Attributes/Abilities

Communications – strong communication skills

- Articulate programme strategies, priorities, standards and expectations to staff and stakeholders
- Evaluate the quality of own communication

Constituent Relationships - Manage relationships with stakeholders

- Identify potential constituents with whom to build relationships and flesh out details of those relationships within the context of the SABFS
- Participate in developing recommendations and implementing policies governing relations with stakeholders

South African Board for Sheriffs – Job Description
Revised 14 March 2015

- Resolve issues of concern to maintain effective constituent relationships.

Leadership: - Communicate and model SABFS mission and priorities to staff and stakeholders

- Instil pride in meeting work standards among staff.
- Accept personal responsibility for the work performed by others
- Enable and empower staff to take initiative and be creative
- Assist with the implementation of SABFS vision and program goals

Problem Solving - Identify problems that undermine the effectiveness of a programme

- Identify and implement workable solutions for program-wide problems, considering the costs, benefits and potential consequences to SABFS.
- Promote staff involvement with, and accountability for, problem solving as a means to increase staff and organisational capacity

Program Planning and Management: - Manage the development, implementation and evaluation of program activities

- Establish budgets, implementation steps and time frames
- Develop Implementation and Action Plans
- Build consensus with colleagues, stakeholders and management
- Establish standards and expectations for performing work activities and assure the quality of work produced
- Successfully manage multiple projects simultaneously
- Invite critical analysis and perspectives from stakeholders and act on their recommendations to improve program effectiveness

Resource Building and Stewardship:

- Plan budgets needed for program activities.
- Manage relationships with partners to assure continued support
- Develop opportunities to build support for SABFS
- Promote SABFS mission, programs and services and inspire people to support them

Results Orientation

- Working through each aspect of a task or project;
- Driving a task or project through to completion.
- Identifies priorities of own tasks and/or activities and effectively allocates own time to complete tasks.
- Identifies priority of team activities and/or projects, establishes, and articulates short to medium term goals.
- Determines project/assignment requirements by establishing frameworks, and ensure that all project and/or functional accountabilities are allocated.

Teamwork:

- Contribute program expertise to the work performed by the team.
- Promote effective interactions among team members and facilitate group discussion
- Negotiate issues that cause conflicts within the team to support effective team functioning.
- Identify needs and providing opportunities for improvement or enhancing team skills.

South African Board for Sheriffs – Job Description
Revised 14 March 2015

- Produce reports detailing results achieved.
- Provide critical insight and feedback to teams to enhance performance and results

Other Skills

- Ethics, Integrity and professionalism.
- High attention to detail in writing material
- Political Astuteness
- Impact and Influence
- Ability to operate independently within given structure

Terms of Contract:

Date Revised: