

ROLE PROFILE

Role:	Trainer
Type of Job:	Client Facing and Middle office (mix of front and back office activity)
Full-Time/Part-time/ Permanent/ Contract	Full Time
Date prepared:	September 2009

JOB PURPOSE

- The Trainer will be responsible for developing and presenting all Fundamo APPLICATION (Functional) and TECHNICAL (Infrastructure) training using best practice tools and methodologies.
- The Trainer will coordinate and conduct product, process and system related training to improve and enhance the knowledge and skills of Clients and Internal staff.
- The successful candidate will be able to present technical and application training to clients.
- The successful candidate will need to bring industry leading best practice to the process of developing training material and supporting artefacts. Creation of Webcasts, Video Training, Training Manuals, User Guides and 'Cheat sheets', FAQ's etc. would be required.
- Demonstrating the use of the Fundamo product, and the ability to support clients through the testing and sign-off of Fundamo applications installed at client sites will be required. Assistance with End-2-End testing at Fundamo will be required.
- Creation and maintenance of a Training Academy processes and practices for 'certification', attendance records, trainee feedback, will be expected. Coordination and conducting assessments and measurement practices aimed at improving the Training Academy's effectiveness would be required.
- The Trainer must ensure superb service delivery and value creation for both Fundamo and the client.

ACCOUNTABILITIES AND APPROXIMATE WEIGHTING

Accountability	Develop Training Materials	Weighting	25%
Outputs to deliver this accountability:			
<ul style="list-style-type: none"> • Use industry leading tools to develop exceptional training materials and tools that are re-usable and that empower clients to reuse and help themselves. • Design and develop training manuals according to outcomes based principles and in accordance to business requirements. • Tailor training materials as needed to client specific requirements. • Continually improve on the artefacts and tools used to share knowledge. 			
Accountability	Training Delivery	Weighing	50%
Outputs to deliver this accountability:			
<ul style="list-style-type: none"> • Delivery Functional and Technical Training to Clients and Internal Fundamo Staff (when required). • Maintain records and statistics regarding the progress and success of training interventions, staff attendance, etc. • Prepare and communicate, to the relevant stakeholders, the training schedules. 			
Accountability	Testing	Weighing	15%
Outputs to deliver this accountability:			
<ul style="list-style-type: none"> • Support clients through the testing and sign-off of Fundamo applications installed at client sites will be required. • Support clients through the testing and sign-off of Fundamo Infrastructure Platforms installed at client sites will be required. 			
Accountability	Customer relationship management	Weighing	10%
Outputs to deliver this accountability:			
<ul style="list-style-type: none"> • Act as the primary point of contact for all training requirements during deployment project lifecycle. • Deliver superb service that will enable Fundamo to remain and maintain their status as leaders in its field. • Will need to engage with clients at a management as well as an operational level. • Maintaining and build mutually beneficial on-going relationship with our clients. 			

FORMAL LEARNING/QUALIFICATION REQUIRED TO PERFORM OPTIMALLY IN THE ROLE

- NQF Level 5: 3-year National Diploma/Higher Cert
- Teaching or Training Degree or Diploma or Technical Training certification
- Relevant IT Related Degree or Diploma an advantageous
- Minimum of 2 - 3 years experience in Functional or Technical training or teaching
- Minimum of 2 years in Adult Education

- Facilitation and Coaching qualifications an advantage
- Technology qualifications a distinct advantage (Solaris, Oracle 10g, Java, Glassfish, Backup Systems, Cisco / Network and Firewall Systems etc.)

SKILLS / KNOWLEDGE AND EXPERIENCE REQUIRED TO PERFORM OPTIMALLY IN THE ROLE

- Knowledge of the functionality of the Fundamo product suite and technology platform
- Experience in Telecommunications / Financial Services Industry – in particular retail banking product training
- Deep understanding and passion for technology and technological advancement
- Client facing experience highly advantageous, customer service orientation essential – with a view to understand training needs and deliver appropriate training intervention that will enable the client become fully functional
- Excellent communication skills (written / oral) & presentation skills and facilitation skills
- Instructional design, knowledge of learning styles and appropriate and effective ways of transfer and entrenchment of knowledge
- Experience with training in Africa and other parts of the world
- Ability to adapt style to ensure successful entrenchment of product knowledge
- Must be willing to travel

COMPETENCIES REQUIRED TO PERFORM OPTIMALLY IN THE ROLE

- Must be able to operate in both a team and individual capacity – the role requires the individual to operate independently yet be able to work and deliver as part of diverse and multi-disciplined teams across various countries.
- Pro-active, self-driven mindset expected
- Action orientation is required to ensure effective knowledge transfer to clients.
- Customer orientation – delivery of superb service to our customers with a view to equip clients to operate and run Fundamo solutions independently.
- Detail orientation
- Humility - do whatever is necessary to help the team achieve its goal, recognising the value in all team members.
- Diversity management – be comfortable and able to work in multi-cultural environment with the ability to adapt style and approach to get the best out of all players.
- Commitment - must display level of commitment to the success of team and the Fundamo brand.
- Technical ability – must display sound knowledge of both Functional and Technical competency areas.
- Communication and engagement – display good communication skills that will build confidence with clients at all levels.

LANGUAGE REQUIREMENTS (TAKING INTO ACCOUNT THE FUNDAMO MULTI-COUNTRY OPERATIONS)

Language Requirements	English spoken to business level. French / Arabic / Spanish will be an advantage.
-----------------------	---

KEY ISSUES FOR THE ROLE OVER THE NEXT 12 – 24 MONTHS

- Extensive travel required to countries where relationships and projects require
- Establishment of the a training academy process