

JOB TITLE	:	LEARNING PARTNER (C/D LEVEL)
REPORTS TO	:	MANAGER: LEARNING AND DEVELOPMENT
BUSINESS UNIT	:	HUMAN RESOURCES
LOCATION	:	HEAD OFFICE (PRETORIA)
POSITION STATUS	:	FIXED TERM CONTRACT (12 MONTHS)

Purpose of the Job

The Learning & Development Partners at Postbank is responsible for facilitating training for the Postbank's business requirements in the Operations and other Department; creating and maintaining an effective learning environment and ensuring learning objectives are met.

Job Responsibilities

Training Delivery & Stakeholder Engagement

- To coordinate all training (technical, business, leadership, behavioral) by collaborating with relevant departments, assessing training requirements, staying updated with industry best practices, developing training materials where necessary, and scheduling and organizing training sessions.
- Liaise with HR management to develop long and short-term training plans.
- Present training to learners on course content.
- Ensuring that learners understand the training content by explaining industry terminology and using illustrations and relevant examples.
- Providing feedback and recommendations to participants and management on outcomes and next steps.
- Coaching: Identify areas of improvement and retrain / coach employees to improve performance standards.
- Assist with the identification of risks in the workplace, routes and tasks
- Ensure training records are compiled, filed and distributed to all relevant stakeholders.
- Act as the facilitator, moderator, assessor as required for the varied skills and learning & development programs.
- Facilitate training sessions (in-person and virtual) using adult learning principles
- and effective training methodologies.
- Deliver onboarding, technical, soft skills, and compliance training as required.
- Adapt training style and content to meet the needs of different learner groups.
- Update learning content to reflect new processes, policies, or technologies.
- Maintain accurate training records and prepare training reports and dashboards.
- Knowledge and application of the 70:20:10 principles of learning

Continuous Improvement in Learning & Development

- Evaluate training effectiveness through feedback forms, assessments, and performance improvements.
- Recommend improvements to training programmes based on evaluation data.
- Keep up to date with industry best practices, trends, and new training technologies.
- Contribute to the improvement of learning and development strategies within the organisation.
- Participate in internal projects aimed at enhancing organisational learning culture.

Minimum Requirements

Qualifications and Experience

- Matric
- Diploma / Degree Qualification in ETDP / Human Development
- Qualified Registered Training Facilitator; Assessor, Moderator
- 5-7 years experience as a training facilitator, moderator, assessor
- 3-5 years' experience in the banking / financial services industry doing training facilitation
- **Advantageous:** Experience working in the Banking or Financial Services industry

Knowledge and understanding of:

- Ability to design and develop custom facilitation frameworks for specific business needs.
- Proficiency with digital tools for virtual facilitation, such as Microsoft Teams.
- Knowledge of instructional design and training methodologies i.e.: 70:20:10 learning principles and applications.
- Familiarity with adult learning principles and group coaching techniques.
- Experience training and coaching customer-facing roles and operational teams.
- Familiarity with virtual training and e-learning platforms.
- Knowledge of online collaboration tools and virtual facilitation methods.
- Experience working with cross-functional teams or managing diverse groups.
- Passion for Postbank's mission to serve underserved communities and promote financial inclusion.

Skills and Attributes

- Excellent verbal and written communication skills with the ability to engage and motivate participants.
- Strong organisational and time-management skills with the ability to plan and execute sessions effectively.
- Ability to navigate group dynamics and constructively manage differing opinions.
- Good interpersonal skills.
- Ability to work in a fast-paced, dynamic environment and manage multiple priorities.
- Customer-focused mindset with a passion for innovation and continuous improvement.
- Integrity: High level of ethical standards and professionalism.
- Adaptability: Ability to thrive in a dynamic, fast-paced environment and navigate complex regulatory and market challenges.

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to RecruitmentSN@postbank.co.za. Please indicate in the subject line the position you are applying for. To view the full position specification, log on to www.postbank.co.za and click on Careers.

Closing Date

21 November 2025

Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the bank's employment equity plans, we encourage and welcome applications from diverse groups from the South African Employee active population. Correspondence will be limited to short-listed candidates only.

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

POPIA provides that everyone has the right to privacy and it includes a right to protection against the unlawful collection, retention, dissemination and use of personal information. By applying for employment you consent to the processing of your personal information with Postbank. Your personal information and any attached text or documentation are retained by Postbank for a period in accordance with relevant data legislation.