

1. Senior Manager - Training and Quality

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Experience	Minimum 4 years' experience in managing Sales Training and Quality for Lending products preferably
Skill Set	<ul style="list-style-type: none">• Excellent communication skills (verbal and written)• Is aware about lending concepts• Should have good interpersonal skills• Self-motivated and a self-starter• Sound Knowledge of English and other regional language• Is an expert on the product/process, Sales, and soft skills• Has excellent facilitation skills
Job Description	<ul style="list-style-type: none">• To plan training for new hire batches and on floor refreshers• Design and deliver training modules on products, processes, compliance, and soft skills to enhance employee knowledge and performance• To identify training needs and develop customized training plans accordingly• Establish and maintain quality standards and procedures to ensure compliance with regulatory requirements and industry best practices.• Conduct regular quality audits and assessments to identify areas for improvement and implement corrective actions.• To plan resources for ensuring audit compliance• Analyse data and trends to identify root causes of quality issues and develop strategies for continuous improvement.• Collaborate with cross-functional teams to implement quality initiatives and drive process optimization.• Provide coaching, mentoring, and support to employees to foster a culture of continuous learning and quality excellence.• Needs to calibrate on Quality and Operational requirements to improve training methods• Should suggest improvements to modules for better learning retention• To make sure tests / refreshers are done on a timely basis• To maintain training and Quality MIS