

**Training Manager
Position Description
GS-1720-12**

I. Introduction

The Training Manager (TM), in collaboration with leadership, plays a key role in the oversight, development, maintenance, and implementation of learning efforts that support an engaged, talented, and productive regional office (RO) workforce. The TM provides recommendations to RO leadership to ensure learning and professional development programs reflect VA's values and adhere to legal and policy guidance in accordance with VA's and VBA's mission requirements and goals.

The TM reports to and consults with the RO Director and leadership regarding all RO learning and development efforts to train and retain a highly qualified, talented, and flexible workforce; thereby, improving and maintaining individual and organizational performance. TMs must demonstrate strong organizational awareness and leadership acumen.

II. Duties and Responsibilities

The TM performs a variety of learning and development related duties. The level of responsibility may differ depending on the composition and size of the regional office. The primary duties and responsibilities of administration, customer service and engagement, evaluation, and support are described below.

A. Program Administration

As a learning and development program administrator, the TM responsibilities are:

1. Coordinate and manage the implementation of all learning and development activities to ensure the RO workforce is equipped with the knowledge and skills needed to support the agency's mission and goals.
2. Assess learning activities to ensure the quality of the program and its compliance with organizational expectations and requirements.
3. Manage training and learning assets.
4. Maintain training or talent management tools.
5. Leverage technology to ensure workforce access to learning opportunities and compliance program expectations.
6. Act as liaison to the Office of Employee Development and Training (ED&T) for the dissemination and execution of training initiatives.
7. Ensure all training developed locally aligns with VBACO training guidance and policy.

B. Program Evaluation

As a learning and development program evaluator, the TM responsibilities are:

1. Assess the learning needs and evaluate the effectiveness of all learning and developmental activities.
2. Ensure that the RO's learning and development programs are meeting the needs of its workforce and assist with any adjustments that may be indicated for the programs to be successful.
3. Assess training delivery and learning environment effectiveness and recommend changes/interventions for improvement.
4. Evaluate instructor effectiveness and provide appropriate feedback.
5. Analyze learning event effectiveness in terms of instruction and learner outcomes.
6. Identify performance gaps.
7. Collaborate with managers to develop goals to improve individual and organizational performance (based on paragraph B1 through B6 above).
8. Evaluate training using VBACO guidance, policy, and tools as provided by ED&T.

C. Customer Service and Engagement

As the learning and development program customer service supporter, the TM responsibilities are:

1. Coordinate appropriate technology and methodology in workforce learning programs and activities with the instructional design staff of ED&T.
2. Consult and advise RO leadership regarding the status of learning and development programs and their alignment with organizational goals and workforce needs.
3. Provide guidance to ensure workforce training and development stakeholders and personnel have a clear understanding of agency expectations as well as the tools necessary to effectively implement learning and development activities.
4. Consult with leadership and managers about creating and sustaining a highly talented workforce.
5. Mentor local training personnel to ensure instructional quality and appropriate training content delivery.
6. Consult regularly with RO leadership regarding learning goals and strategic plans to meet the workforce needs.

D. Organizational Support

As the learning and development organizational supporter, the TM responsibilities are:

1. Advise leadership about workforce learning and development opportunities and tools to support efforts to improve both individual and organizational performance.
2. Maintain a strong relationship and communication system with learning partners across the administration such as OFO and the ED&T.
3. Remain up-to-date on national training initiatives and ensure RO learning and development programs are aligned with agency goals.

4. Continue self-development efforts and demonstrate life-long learning behaviors.
5. Ensure learning needs are identified and addressed in the field in accordance with national level training units.
6. Participate in VBA-sponsored opportunities, such as workshops, to maintain awareness of organizational activities and personal development.

III. Special Qualification Requirements

A. Knowledge Required by the TM Position

This position requires knowledge of adult and other learning theories; principles and methods of instruction; and training management procedures. The TM must understand the relationship between agency strategic plans/goals and learning programs sufficient to perform analysis and research for a variety of training initiatives with support from the office of Employee Development and Training (ED&T). The TM must have a working knowledge of all ROs' business lines to ensure compliance with appropriate laws, regulations, policies, and procedures. The TM must understand the principles, practices, and techniques of training and learning sufficient to develop, revise, and present a full range of employee development and training courses. The TM must understand the full range of training delivery media available within the VBA training environment.

The TM requires knowledge and skill to facilitate discussions with all levels of leadership. The TM will identify and recommend solutions, with support from ED&T, to develop and maintain a highly skilled workforce. These discussions may include learning needs analysis, learning gap analysis, and learning activities to improve individual and organizational performance.

To support the RO with all learning requirements and needs, the TM must communicate verbally and in writing; advise individuals with various levels of experience and leadership responsibility; evaluate current learning environments and assets; assess workforce needs; and recommend appropriate interventions.

IV. Controls Over Position

A. Supervisory Controls

The TM works in for the RO Director to ensure that administration of learning and professional development programs adheres to laws, regulations, directives, and initiatives and aligns with VA's mission requirements and goals.

The TM advises the RO Director on training program policies, regulatory requirements and procedures, and training opportunities, availability, and eligibility. The TM works as the RO expert in areas of responsibility; interprets regulations/policies, resolves complex, unprecedented issues and problems that arise; implements assignments, coordinates the work and ensures compliance; determines the most appropriate principles, practices and methods to apply in all

phases of assignments, including the approach to be taken; keeps the RO Director informed of progress and of potentially controversial matters.

B. Guidelines

Guidelines include the Government Employees Training Act (GETA), Executive Orders, Federal Workforce Flexibilities Act of 2004, federal laws (5 USC 410 and 412), Office of Personnel Management (OPM) policies and guidance, VA and VBA administrative strategic plans, policies and directives (VA Directive 5015), and mission-specific initiatives.

The TM oversees training programs to ensure they follow organizational and training guidelines. The TM advises RO leadership and consults with appropriate personnel regarding implementation and compliance with employee training and development expectations.

C. Complexity

TMs have various roles and levels of responsibility within VBA employee learning and development programs which significantly impact productivity and career development for all employees across all business lines and offices. These roles are dependent upon the size and organizational composition of the RO. These responsibilities include: facilitate and evaluate learning events, consult with leadership regarding the implementation of training programs, assist those who have direct responsibility for employee technical and professional development, manage training resources, assist with the development of training plans, and, monitor and report effectiveness and compliance with training program expectations and requirements.

D. Scope and Effect

TMs contribute to the overall organizational mission because workforce development impacts productivity and professional growth for all employees across all business lines and offices.

E. Personal Contacts

The TM interacts with internal personal contacts such as top-level station management, Division Chiefs, and RO employees. Other contacts are with individuals and organizations outside the RO including Employee Development and Training (ED&T), other business and support offices, service organizations, subject matter experts within both federal and private sectors, contractors and other federal agencies and service providers. The TM must be able to communicate effectively, and develop and maintain effective working relationships with personnel from a variety of backgrounds and interests.

F. Purpose of Contacts

The primary purposes of contacts are to consult with leadership and employees at all levels, provide information regarding national training initiatives and coordinate local training activities, create and support employee and supervisory

development programs, advise and discuss training progress and reports, and, meet the needs of internal and external customers with regard to training related to VA policies and procedures.

G. Physical Demands

The work is primarily sedentary, although some slight physical effort may be required.

H. Work Environment

Work is typically performed in an adequately lit and climate controlled office. May require occasional travel.

I. General Qualifications

The TM must possess a bachelor's degree (or higher) in education, training management, and/or any combination of learning-related fields, e.g., adult learning, instructional design, employee development, etc. Equivalent experience in a training and/or learning-related profession may substitute for required education.