



## Pentucket Bank

*Start with heart.*

### **TITLE: VP, Learning & Development Manager**

In 1891, Pentucket Bank received its mutual charter and was open for business just one day a week in downtown Haverhill. Since our founding, we have been intentional about putting our mission to work. We build partnerships while we serve and lead within local businesses, organizations, and causes. It's how we help grow cities and towns into more vibrant and thriving places to live and work. As a community bank that exists to serve you, we see the possibility and potential all around us—and we are committed to strengthening community and helping you achieve whatever your heart is set on.

#### **SUMMARY:**

Under the management and direction of the SVP/Chief Experience Officer, the Learning and Development Manager assesses property-wide developmental needs to drive training initiatives and identifies and arranges suitable training solutions for employees. This position actively searches, creatively designs and implements effective methods to educate, enhance performance and recognize performance. In addition, this position evaluates effectiveness through performance metrics. Ensures alignment with strategic business objectives and maintain high quality standards in instructional design and development for all methods of program delivery.

#### **DUTIES AND RESPONSIBILITIES:**

- Identify training needs, recommending and implementing solutions, and evaluating and measuring effectiveness.
- Lead the development and continuous improvement of a comprehensive training strategy ensuring strategic alignment of training and development with business goals.
- Collaborate with HR team members and business leaders to understand their needs related to training and development by proactively interfacing with key stakeholders in order to understand, recommend and deploy effective solutions.
- Conduct assessments and analyses to define performance, skill and knowledge gaps and recommend training and development to drive individual and company-wide capability and performance improvement.
- Partner with the HR team to recommend and develop employee engagement programs and activities that enhance employment experience.
- Design and develop programs and curriculum, partner with internal subject matter experts and/or external vendors to achieve defined training, learning and development objectives.
- Develop and implement a comprehensive communication strategy for training and development programs.
- Establish and maintain individual and organizational performance evaluation methods for training content, delivery, activities, engagement and outcomes. Utilize metrics to validate knowledge transfer and return on investment.
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**SUPERVISORY RESPONSIBILITIES:** No direct supervisory duties

**REQUIRED QUALIFICATIONS:**

- 5-7 years of learning and development experience including developing, implementing, and delivering training
- Strong consultative approach
- Measuring and evaluating impact experience
- Bachelor's degree, preferably in Learning Management, Instructional Design, Human Resource Development or a related field.
- ELearning design experience and demonstrated expertise in the technical development, implementation and troubleshooting of web-based training modules.
- Banking experience

**TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:**

Excellent PC computer skills (Word, Excel, PowerPoint, Outlook, and Internet Explorer), Project Management Courses or certificate preferred.

**OTHER SKILLS or ABILITIES**

Excellent verbal, written and presentation skills. Must be able to prioritize and respond to employee matters in a timely manner. This position requires a high degree of discretion and confidentiality at all times. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Bi-lingual is a plus.

**PHYSICAL DEMANDS:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk and stand. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

Business banking environment. Professional demeanor is required at all times. The noise level in the work environment is usually moderate.

**PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM**

I acknowledge that I have received a written copy of the job description for VP, Learning and Development Manager as set forth by Pentucket Bank. I understand the essential duties, responsibilities, and standards that are required of me in this position.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_