Da Nang City

MANAGER BANCASSURANCE TRAINING DELIVERY

At Sunlife, we're driven by our Purpose: To help Clients build lifetime financial security and lead healthier lives. Across Asia, we cultivate a **High-Performance, Caring Culture** that empowers our people to achieve outstanding results, embrace continuous growth, and create meaningful impact. We succeed together by fostering an inclusive environment where wellbeing, collaboration, and accountability are equally valued.

I. ACCOUNTABILITY

1. As the Trainer

- Develop and effectively deliver training programs that meet the needs of Bancassurance distribution channels
- Ensure sufficient and effective delivery of training programs to uplift the skills and knowledge of targeted audiences.
- Provide coaching for salesforce and partner staff when required to support them in achieving goals.
- Support Leaders in assessing learning needs, training service performance, and program effectiveness for necessary adjustments.
- Identify changes in learning needs and propose updates to training programs.
- Record and analyze training records and statistics to improve training programs.
- Ensure constant self-improvement and keep abreast of training development and competency practices, including legislation and market best practices.
- Ensure training activities in the respective zone comply with MOF regulations and the company's internal compliance regulations.
- Manage training programs and activities cost-effectively; monitor and control expenses closely within budget.

2. As the Training Partner

- Coordinate with stakeholders, including Sales team Leaders, Partners, and the Design & Development team.

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- Support the Manager in building and managing the training plan for assigned partners or Sales teams and delivering training activities.
- Identify changes in learning needs and propose revised programs to address these changes.
- Analyze training records and statistics to determine required adjustments.
- Manage training resources, operations, programs, and activities for assigned partners cost-effectively; monitor and control expenses closely within budget.

Ensure all activities, decisions and deliverables comply with fair treatment of Clients principles, proactively identifying and mitigating risks of unfair client outcomes in line with Company conduct expectations.

II. QUALIFICATIONS

1. Specialized Knowledge and Skills

- Training delivery methodologies, facilitation techniques, and adult learning principles.
- Bancassurance, insurance products, sales processes, and training in soft skills, sales, product, and technical knowledge.
- Microsoft Office tools (PowerPoint, Excel, Word); work under pressure, deadlines, and ambiguity; high resilience.

2. Problem Solving

- Resolve moderately complex training issues, adapt approaches to audience and business context, and recommend practical improvements to training effectiveness.
- Demonstrate strong accountability in problem solving by proactively identifying, owning, and resolving all issues within scope, regardless of formal task assignment

3. Education and Experience

- Bachelor's degree in business, Education, or a related field.
- Minimum 5–7 years of experience in training delivery, sales capability development, or related areas.
- Experience in life insurance or bancassurance is preferred.
- Experience delivering sales training and coaching frontline teams is an advantage.

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