

JOB POSTING TEMPLATE

Date:	2022	Function:	Distribution
Job title:	Senior Manager, Distribution Training and Development	Manager title:	Head of Distribution Training and Development

Job purpose

With continued Stronger, Faster & Brighter strategy in 2022, Sun Life will see a big change the agency force whereas more & more initiatives will be executed. The agency & new partnership channels will grow both in quality & quantity. More General Agency (GA) together with the new channels like Partnership Solution, New Key Markets will be opened beside the current ones, so the training needs will also increase. Brighter Academy Vietnam will be introduced to the agency force to be aligned with the Asia Brighter Academy to execute business initiatives. The job holder will be in charge of training & developing SM, AD, DT & GAD in order to support Distribution to achieve key business objectives in 2022.

Major accountabilities

Be responsible for designing training programs for SM, AD, DT & GAD	30%
Delivering training courses for SM, AD, DT & GAD	40%
Collaborating with other department/team to manage training & development data of SM, AD, DT & GAD	20%
Participating in DTD's projects/ DTD Head for learning advanced courses & agency leaders training	10%

Specialized knowledge

- **Guidance and direction:** The job holder leads by setting a positive example for less experienced team members. Contributes to the achievement of departmental and organizational goals. The job holder is able to identify opportunities for improvement and increases in efficiencies to meet strategic objectives. He/she is required to participate in cross-functional project management or other projects in specialist technical capacity.
- **Specialized knowledge:** The job holder is required to equip himself/herself with extensive knowledge of sales, marketing, insurance, agency compensation, agency structure, agency management & leadership, training methodology. The knowledge and skill gained through his/her broad or deep experience in real business situations. The job holder also needs to maintain technical knowledge on own through business reading, professional development and participation in industry forums.
- **Accountability:** The job holder works under general direction regarding the direction and progress of projects and special assignments. Broadly subject to functional policies and goals. Provides interpretive, advisory or other important support services for use by others in achieving results.
- **Influence:** The job holder needs to influence middle management on business solutions. Uses diplomacy and tact to resolve difficult situations. Escalates serious issues to next level leader. Explains difficult concepts and persuades others to adopt a point of view.
- **Planning and organization:** The job holder has to manage his/her own time to meet longer-term objectives (OKR). Sets priorities and maintains project schedules with minimal input from superior.
- **Business and client orientation:** The job holder needs to anticipate customer needs and participates in identifying solutions. Interprets internal/external business issues and recommends best practices in own discipline. Responsibilities may include working level client relationship management.
- **Knowledge:** Good knowledge on sales, marketing, Insurance, training methodology
- **Skills:**
 - Good leadership & management skills
 - Excellent presentation, communication, and interpersonal skills
 - Good organization and planning skills
 - Fluent in English and Vietnamese

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- Familiar with Excel, Word, and Power Point
- Good managing people skill and team work
- Others:
 - Competent, self-confident
 - Positive working attitude and able to influence others
 - Willing to travel (10-15 days/month)

Problem solving

- Able to handle training activities and emerging issues during the plan execution
- Giving quick decisions relating to ad-hoc situations
- Handle the whole training team in the regions

Education and experience

- Qualification: University degree, preferably in Education, Law, Marketing, Economics, Business Administration, Insurance.
- Experience: at least 6 years of experience in sales training management, preferably in life insurance and 3 years working as trainer.
- LOMA Diplomas
- LIMRA Certificates

Communication scope

- Trainers, AD, SM, Staff: TTT, Certify, Coaching - Monthly
- Advisors, agency manager, GA Directors: Training & workshop sessions - Daily
- Contact IRT/ISA officials: During the inspection or training activities check- Once required