

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

<ol style="list-style-type: none"> 1. Coordinate with stakeholders (Leaders of Sales team, Partners, Design & Development team...) to: <ul style="list-style-type: none"> • Support Manager to build & manage training plan of assigned partner/ Sales team delivering training activities. • Identify changes in learning needs & propose revised programs to address these changes. • Analyze training records and statistics for adjustment required. 2. Manage the training resources, operations, training programs and activities of assigned partner in a cost-effective manner. Monitor and control expenses closely within budget. 	
<p>As the People Manager</p> <ol style="list-style-type: none"> 1. Lead and manage the Training Delivery team to ensure effective execution of training plans and activities. 2. Coach and develop team members to strengthen capability, performance, and readiness for business needs. 3. Set clear goals and monitor individual and team performance to ensure delivery against agreed objectives. 4. Provide guidance and feedback to drive continuous improvement and maintain service quality. 5. Allocate resources and prioritize team workload to ensure efficient and timely delivery. 6. Foster collaboration and engagement within the team to build a high-performance culture. 	30%

Specialized knowledge

List specific types of technical or professional skills and knowledge required for the job.

<ul style="list-style-type: none"> • Strong knowledge of Learning Management Systems (LMS) and enterprise learning administration • Expertise in training operations, governance, reporting, and quality assurance frameworks Strong analytical capability with experience in dashboarding, KPI management, and training effectiveness measurement • Good understanding of bancassurance operations, sales processes, and regulatory requirements • Strong knowledge of digital learning ecosystem, e-learning integration, and capability development methodologies • Strong project management and stakeholder management capability • Strong planning, coordination, and execution capability
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Problem solving

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- Applies analytical and interpretative thinking to identify solutions and recommend improvements based on business needs.
- Solves moderately complex business and operational problems involving multiple stakeholders and ambiguous training requirements.

Education and experience

- Bachelor's degree in business, Finance, Education, Human Resources, or related disciplines
- Minimum 8+ years of relevant experience, preferably in bancassurance, insurance, banking, training operations, or learning governance
- Strong experience in LMS administration, reporting, and operational management
Experience in training effectiveness measurement and governance framework implementation preferred
- Experience managing cross-functional stakeholders and transformation initiatives preferred
- Training abilities in soft skills, sales related knowledge, product and technical knowledge.
- Preferable coaching skills.
- Ability to assess training gap and propose design training program to bridge the gap.
- Good knowledge on sales, Insurance, training methodology
- Good presentation, excellent communication, and interpersonal skills
- Good organization and planning skills
- Fluent Vietnamese
- Positive working attitude and able to influence others
- Ability to work under pressure and meet deadlines while working with ambiguity
- High resilience
- People management & coaching

Communication scope

Internal Stakeholders (Frequent communication):

- Bancassurance Sales and Distribution Teams
- Bancassurance Academy and Training Delivery Teams
- Compliance, Legal, Risk, and Internal Audit Teams
- Operations, Technology, Product, and HR Teams
- Senior Leadership Team and Regional Office

External Stakeholders (Periodic communication):

- Bank Partners and Partner Training Team
- External LMS / Training Vendors
- Regulatory and audit-related stakeholders where required

Management scope

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Total number of direct reports: 8

Total number of staff managed (direct and indirect): 8

Metrics

Finance metrics (revenue, budget managed, etc.):

Sales metrics (type and amount):

Other metrics (specify):

Travel required (express as % of working time): Approximately 10–30% of working time depending on business and partner requirements