

### Facilitator - BFSI

Tata STRIVE is an initiative of the TCIT, aimed at actively bridging the gap between vocational education and industry needs. Tata STRIVE runs various programmes to skill the youth from underprivileged backgrounds enabling gainful livelihood for each aspirant differentiated by its innovations in technology, pedagogy and methodology.

Designation	Officer/ Sr. Officer
Openings	1
Objective of Programme	<ul style="list-style-type: none"> <li>- Delivery and continuous improvement of training programs; collating and sharing feedback about the training program; develop reinforcements and evaluate outcomes.</li> <li>- To instruct and facilitate learners (who are school &amp; College drop outs) in classrooms and workshops, if any.</li> </ul>
Major Deliverables	<ul style="list-style-type: none"> <li>• Demonstrates product &amp; process knowledge, customer service skills and selling skills specifically required in the BFSI industry.</li> <li>• Create and maintain a positive and professional learning environment</li> <li>• Motivate learners through effective training methodologies both in group and individual classroom dynamics</li> <li>• Utilize a variety of the training methodologies, techniques, concepts, learning tools, and practices to ensure maximum effectiveness of training delivery, as per the framework provided</li> <li>• Conduct specific training needs assessments to support the design, development and delivery</li> <li>• Monitor and measure effectiveness of training programs and provide necessary feedback to the corporate team for necessary changes when required</li> <li>• Partner with learners in their learning process and ensure positive impact on the scorecard</li> <li>• Performs other related duties as assigned or requested</li> <li>• To conduct classroom and practical assessments for the learners and evaluate their performance</li> <li>• Must be a leader that sets the standard and expectations through example in his/her conduct, work ethic, integrity and character</li> <li>• Manage the design, delivery and continuous improvement of training programs as well as ongoing learning opportunities across the organization, in support of the organization's needs</li> <li>• Actively participate in progressive disciplinary process for learners not able to meet or maintain standards of excellence</li> <li>• Should be connected to the market to create opportunities for ON JOB TRAINING</li> <li>• Must be able to travel as needed</li> </ul>

Essential Attributes	<ul style="list-style-type: none"> <li>• Training experience – proficient in training methodologies used in the BFSI industry, and soft skills (communication skills, critical thinking, time management, team building, etc.)</li> <li>• On grounds experience in banking, financial services or insurance industry.</li> <li>• High energy, enthusiastic, motivational training style</li> <li>• Excellent creative and conceptual thinking abilities</li> <li>• Strong communication skills, both verbal and written. Reading comprehension in English should be high. Knowledge of local language preferable</li> <li>• Computer literate with in-depth knowledge of MS office and web based systems; visual aids, technology</li> <li>• Problem resolution, communication, presentation, facilitation, and influencing skills required</li> <li>• Strong people skills</li> </ul>
Desired Attributes	Familiar with vocational training industry & various skill development programmes
Reporting To	Centre Manager
Location	Taloja
Qualification	Graduate Certified/Qualified/ Experienced Trainer
Desired Experience	2 – 5 Years (minimum 2 years with the Skill Development Industry)