



SENIOR TRAINER SERVICE & STANDARDS

We are looking to hire a dedicated Senior Trainer to Join our Human Resources and Training Department. The successful candidate will report directly to the Group Training and Development Manager and will play a crucial part in designing, implementing, delivery and evaluating a range of high quality In-house professional training courses to Tininga employees in the areas of Customer Service, Hospitality, Sales and marketing, Pronto, new hire onboarding and Inductions and other programs to uplift the service standards across the business ensuring our teams deliver outstanding customer experiences across all our business.

Key Expertise

- Ability to engage with managers across the business to assess needs and develop a range of programs to support ongoing staff development initiatives.
- Design tools to measure training effectiveness, gather feedback, and report on outcomes, ensuring programs meet company and regulatory standards.
- Conduct research and stay up to date on learning trends in the industry and recommend new training programs to suit the business operations.
- Development of yearly training schedules and planners and maintain an updated records of all training activities including attendance records, assessment records, certification records etc...
- Review the existing and create new learning resources to support training programs, including but not limited to manuals, Power Point presentation, user guides, etc.
- Prepare and conduct onboarding and Induction Training sessions for new employees across the company.
- Prepare and conduct transformative Customer Service Training sessions for new employees and existing employees across different departments to build a high service standard culture within the business.
- Prepare and conduct Sales and Marketing skill training sessions for new employees and existing staff from across business as and when required for our sales and marketing team.
- Prepare and conduct Hospitality standard training sessions for new employees and existing employees for our hospitality business arms.
- Prepare and conduct Pronto Training sessions for new and existing employee across business as required.
- Analyse the feedback from employees regarding different training courses to identify areas for improvement and implement relevant changes
- Maintain a high standard of professionalism with staff and clients at all times.
- Work in collaboration with colleagues and Managers across the Human Resource and Training department to ensure a high-performance culture is created throughout the Tininga Group.

Key Requirements and Qualification

- Education: Bachelor's degree in Human Resources, Psychology, Hospitality or Business Management, or a related field.
- Certificate IV in Training and Assessment
- Experience: Over 3 years proven commercial/industrial experience as a Senior Trainer in a retail, hospitality or manufacturing Industry or similar environment with evidence of delivering outstanding customer experience and service excellence training programs.
- Technical Skills: Proficiency in training methodology, Proven ability to design and deliver training in-person, virtual and blended learning formats; ability to analyze business requirements and conduct training needs analysis and compile comprehensive reports and Proficiency in MS Office Suites.
- Knowledge: Strong understanding of adult learning principles and Instructional design
- Soft Skills: Excellent communication, presentation and facilitation skills. Strong Organisational and time management abilities. manage multiple programs simultaneously.

This role is crucial for developing and upskilling of employees to improving performance, fostering career development, and promoting a culture of continuous learning. If you are a personate about excellence in staff training and development, we encourage you to apply.

Please send your application including a covering letter, CV, and relevant supporting documents to:

**HUMAN RESOURCES MANAGER
TININGA LIMITED
P. O. BOX 587
MOUNT HAGEN
WESTERN HIGHLANDS PROVINCE**

OR EMAIL TO: jobs@tinga.com.pg

ONLY SHORT- LISTED APPLICANTS WILL BE INVITED FOR INTERVIEWS

APPLICATIONS CLOSED ON FRIDAY 28TH MARCH, 2025