

Position: Technical Facilitator
Business Unit: Human Capital
Location: Cape Town
Reporting to: Human Capital Manager



Overview: Job purpose and deliverables

Purpose of the role: The key role of the technical facilitator is to bridge the gap between technical teams, stakeholders, and other departments to ensure smooth communication and effective problem-solving

Key deliverables and outputs:

1. Learning and Development delivery

- Assist with the preparation and scheduling of training interventions
- Plan and prepare for facilitation sessions
- Facilitate accredited technical training programmes
- Conduct and mark relevant assessments in line with TETA and company requirements
- Provide feedback and coaching to all learners as required
- Assist with learner portfolio development and training administration requirements
- Report on all training interventions and submit documentation (incl. attendance registers, learner documentation and learner assessment documentation) on a daily, weekly and monthly basis
- Support the development of customised training content
- Continuous research and development of new learning techniques, as well as industry knowledge
- Continuously review processes, systems and technology to drive improvements and business efficiency
- Adhere to the relevant SETA code of conduct in terms of facilitation, assessment and moderation

2. Learning and Development Governance

- Ensure compliance with regards to Skills Development
- Assisting in the gathering of data and training needs to compile the annual WSP and ATR
- Support and contribute to systems and processes to develop & submit ATR and WSP to SETAs
- Support and contribute to systems and processes to track and manage DG contracts and recover TETA Discretionary and Mandatory Grants

Internal customers

- Business Unit Operations; Senior Management and Employees

External stakeholders

- Clients; Suppliers; Contractors; OEMs; TETA; DOT (RTMS); DHET
- External learners (recipients of learning) on behalf of clients

Overview: Essential individual competencies to be successful in the job

Academic qualifications:

- Relevant Tertiary Qualification
- Assessor/ moderator certificate and registration with TETA
- Valid driver's license

Work experience:

- Experience within Transport environment
- Proven track record managing and implementing development programmes and strategies within operational environments
- Engage at senior management level
- Have established networks within the industry
- Evidence of effectively applying new and creative thinking to drive improvement and efficiency

Knowledge and Skills:

- Specialist knowledge of technical training processes
- In depth knowledge of vehicle service, maintenance and diagnostics technology
- In depth knowledge of the vehicle service processes
- In depth knowledge of apprenticeship and learnership processes, assessments and legal requirements
- Working knowledge of administrative systems and processes
- Excellent communication skills
- Strong ability to interpret written information
- Well-developed listening skills
- Well-developed interpersonal skills
- Basic ability to analyse and interpret numerical information
- Critical thinking skills in order to analyse and diagnose problems, develop solutions and solve people performance problems
- Ability to effectively chart information visually
- Ability to memorise and recollect information
- Multi-tasking
- Proficient in Word, Excel, PowerPoint, Outlook

Behavioural Attributes:

- Concern for communicating clearly
- Enthusiasm for learning, sharing and growing
- Focus on getting things done
- Customer centricity and focus
- Orientation towards growing and nurturing relationships
- Concern for working within parameters
- Concerned about aligning with best practices

Level of Decision-Making	Level of Problem Solving
Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).	Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 05 April 2025

Email: Recruitment@nmi.co.za

Please use reference number: Technical Facilitator Human Capital Head Office

Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy