



JOB DESCRIPTION

Job Title: Manager Learning & Organization Development

Reports To: GM Human Resources & Administration

About Us

We are a leading provider of insurance solutions in East Africa, committed to innovation, excellence, and empowering people. We are seeking a dynamic and digitally proficient **Learning & Organisation Development Manager** to lead our talent development and cultural transformation agenda.

Job Summary:

The Learning & Organisation Development Manager will be responsible for designing and executing strategies that foster a culture of continuous learning, innovation, and high performance. This role will collaborate with business leaders and subsidiaries to align people development initiatives with the company's strategic goals, ensuring inclusive and engaging employee experience.

Duties and Responsibilities:

- Primary liaison to internal people and culture committees and working /focus groups. Key driver for organization mission, vision and values alignment.
- Implement new and enhance existing staff recognition and reward programs in conjunction with business leaders and corporate communications teams.
- Provide strategic advice to the senior management teams regarding organizational culture, values and workforce planning.
- Developing and implementing strategies and programs to promote employee engagement and participation.
- Manage onboarding and new hire end-to-end training process, while ensuring employees feel welcomed, aware, and prepared to excel in their roles.
- Help define and create strategies for the company's organizational culture and Employee Value Proposition (EVP) goals to make the company an employer of choice.
- Ensure that the company is an equitable and inclusive workplace where all employees feel valued and can thrive through trainings interventions, coaching, mentoring and overall strategy and practice.
- Continuously build and evolve the company's talent development processes including organizational core competencies, performance metrics, continuous feedback, coaching, and reviews



- Partner with functions stakeholders to identify, develop, manage and implement training and development opportunities for individuals and teams.
- Partner with business leadership, HR team members and other stakeholders to understand business needs and then define and implement high impact Talent management strategies accordingly.
- Drives the annual Talent identification process with enhancing management capabilities to identify high potentials in a quality and timely manner.
- Develop and drive the company's succession planning process and career path management to engage and retain talent.
- Strengthen management's ability to identify, assess, and develop talents and support talents in the establishment of Individual Development Plans.
- Act as a culture coach, advisor and trusted partner of the leadership teams and the Talent population to provide support and guidance on various management practices and processes.
- Partner closely with subsidiaries teams to make all people development processes integrated and consistent to offer best employee experience.
- Manage the Performance Management process and take the lead in goals/KPIs development.
- Partner with business leaders to foster creativity, critical knowledge acquisition and development of disruptive innovations/ideation labs, and moving the ideas to impact
- Monitor and consistently enrich content to ensure optimal utilization of the company's eLearning platforms
- Prepare management and board submissions on culture and Organization Development initiatives
- Develop and implement career pathing and growth strategies for the different categories of staff
- Establish an in-house Academy to fast-track talent development across the different cadres and functions thereby closing succession and knowledge gaps

Minimum Qualifications

- A first degree in human resource management/development, business, psychology, sociology, education or related fields. Relevant Masters' degree will be an advantage.
- A Chartered Human Resources Practitioner and a member of the Institute of Human Resources Kenya in good standing.
- Certificate / diploma in executive coaching desirable

Skills & Competency Requirements

- Current knowledge of effective L&D methods, including mentoring and coaching, e-learning, and simulations.
- Exceptional multitasking, independent working, and cross-functional collaboration skills
- Strong analytical and critical thinking skills
- Proven experience as an L&D Manager, Training Manager or similar role



- Familiarity with learning management platforms, e-content development and practices
- Experience in project management and budgeting
- Proficient in MS Office
- Excellent communication and negotiation skills; sharp business acumen
- Instructional Design
- Talent Management
- Performance Consulting
- Leadership Development
- Succession Planning

Key Performance Indicators

- Employee Engagement and Satisfaction
- Retention and Succession Planning
- Cultural Transformation and Engagement
- Learning & Development and Talent Growth
- Diversity, Equity, and Inclusion (DEI) Initiatives
- Performance Management & Employee Feedback
- Recognition and Rewards
- Organizational Development, Change and Transformation.
- Overall Organizational Culture Health (eNPS)

Work Experience

Minimum of 8 years' experience in L&D /talent management /culture transformation experience in a progressive and culturally diverse environment preferably in the financial services industry, with at least 4 years in management.

Application Instructions

Suitably qualified and experienced individuals are invited to submit their application and detailed resume, clearly indicating their current and expected salary, to hr@gakenya.com by Friday, 11th July 2025.

Only shortlisted candidates will be contacted.