



## Training & Learning Coach

### ARE YOU OUR MATCH?

Generation Thailand is not the typical not-for-profit organization that you could imagine. Instead, we're a global and fast-growing start-up that doesn't only solve problems but also drive system changes in the education to employment space. We are a team of passionate individuals coming from different backgrounds and professions, from commercial to education and non-profit sectors. "Better our Best" is our value that brings us all together. Working at Generation is more than just a job: it is an opportunity to drive social impact globally. If you are open-minded, agile and want to drive changes at a deeper systemic level, this is the place that feels like home.

### POSITION OVERVIEW

**The Training & Learning Coach** is instrumental to the successful delivery of these programs as they help develop the skills instructors need to execute their sessions effectively. By observing and providing feedback on instructors' sessions, coaches impact hundreds of learners as they seek to further their careers. We are seeking a talented full-time Instructional Coach to lead our instructors' professional development and perform other tasks essential to our team. To be considered for the role, you should be innovative and adaptable with a strong growth mindset. You should've demonstrated experience in an educational setting before, and are looking for a challenging and strategic role. You should have some experience in online learning preferably.

The Training & Learning Coach will report to the Curriculum Training & Learning Product Manager/Lead or Senior Training and Learning Coach (during the time of absence) and will work in collaboration with the global curriculum and instruction team, operations staff, training partners, instructors and the broader Generation Thailand staff.

**Type of employment:** Full-time employment position for 1-year (with possibility of extension, subject to funding)

**Working Environment:** This position is based in Bangkok, Thailand. Working arrangement is flexible (able to visit the office at least twice a week).

**Start Date:** As soon as possible

**This position is not eligible for visa sponsorship.**

**Interested candidates should apply and submit a motivational letter, comprehensive CV, expected salary and details of at least 2 referees to [nitchakan.promla@generation.org](mailto:nitchakan.promla@generation.org) with cc. to [contact-th@generation.org](mailto:contact-th@generation.org)**

## TO BE SUCCESSFUL YOU'LL NEED:

### Qualifications and required Experience :

#### *Minimum Requirements:*

- A bachelor's degree required, preferably with in education or other related field
- Two years experience teaching or training, preferably adults with some online delivery experience
- Knowledgeable of current trends and issues in adult and vocational education, skills training, and online learning
- Excellent computer skills and competency in Microsoft Office skills (Excel, Word & PowerPoint) and Google Drive.
- Comfortable using digital platforms such as online meeting rooms, Zoom, Teams, and Canvas, etc.
- Fluency in spoken and written in both Thai and English

#### *Strongly Preferred:*

- Minimum of 2 years in training/teaching experience (e.g., on-the-job training, new hire onboarding, classroom instruction, coaching, etc.)
- Experience in using a Learner Management System (LMS) or equivalent and analysing the data to draw conclusions and plan strategically
- Experience in coaching or training adults to meet targeted goals for performance
- Experience working in a team well by creating a positive culture
- Experience working remotely in a fast paced, start-up environment
- Experience working closely with young adults from low-income or minority communities is highly desirable.

### Mindsets and Capabilities

- **Professionalism:** Excellent, self-motivated organizational and communication skills, attention to detail, and ability to meet deadlines
- **Strong Communication:** Ability to adapt to different communicative styles while working with a variety of stakeholders and provide feedback in an honest, open, transparent, and supportive way
- **Growth Mindset:** Belief that all individuals, yourself included, have the ability to change and grow despite the challenges they may face

- **Feedback Oriented:** Regularly self-reflective and open to receiving and responding to frequent feedback from instructors, delivery partners, learners, and the Generation team
- **Interpersonal Skills:** Strong relationship building skills to motivate learners in an online setting, a strong desire to coach, and the ability to be a team player
- **Mission Alignment:** A passion for helping to change the life trajectories of unemployed or underemployed people and a desire to empower others to reach their fullest potential
- **Diversity Competent:** Strong cross-cultural skills that demonstrate the ability to engage well with and support the overall well-being of learners of all backgrounds, especially in an online setting
- **Adaptability:** Ability to adjust at a moment's notice and utilise data and other information to change your approach to meet the needs of your team
- **Problem Solving:** Ability to quickly problem solve challenges, especially technical issues, along with a desire to pursue additional learning to improve your performance and industry knowledge

## WHAT YOU'LL DO:

### Instructor Selection & Onboarding (20%)

- Conduct instructional task debriefs and fit interviews for potential candidates to finalize their selection as Generation instructors (including lead teachers and teaching assistants)
- Customize standardized templates, onboarding agendas, and facilitate online and/or in-person onboarding for Generation instructors by engaging them in an adult-appropriate, participatory way that ensures they are well prepared and supported to teach their cohorts
- Collect and evaluate data before, during, and after onboarding and trainings to identify lessons learned and any additional support needs for instructors
- Create new and updated training resources that enable more effective instructor onboarding and ongoing support

### Instructor Professional Development & Classroom Delivery (40%)

- Support instructors in creating and achieving their professional development plans, including SMART short and long term goals, by regularly reflecting on learner and instructor outcomes and cohort performance

- Conduct regular session observations (onsite and/or online) using relevant observation tools
- Facilitate regular data-driven and evidence-based coaching conversations with instructors to support their growth
- Support new instructors by providing higher touch support in beginning weeks and by co-facilitating sessions where necessary
- Provide ongoing and differentiated professional development to instructors by facilitating regular skills based workshops, refresher trainings, and personalised coaching
- Build meaningful relationships with instructors and facilitate communities of practice and regular reflection spaces for instructors to promote continuous learning
- Set professional and personal goals for self to develop as a Instructional Coach and participate in professional development opportunities as they arise
- Substitute for instructors in case of absence

#### **Stakeholder Communication and Data Management: (20%)**

- Manage a portfolio of cohorts, liaising with instructors, mentors, learners, programme managers, regional leads, guest speakers, and other team members, to ensure we meet our targets for course completion, learning outcomes and job readiness
- Ensure the learner management system (LMS) is up to date and that regular learners feedback surveys are conducted along with ensuring other data points are inputted in a timely fashion utilising various tools
- Use data gathered from our LMS or via surveys for our learners and instructors to identify areas of strength, growth and potential opportunities
- Review each cohort's data regularly and use this to shape intervention and support plans for learners in each cohort
- Proactively establish communication channels with all stakeholders including the national and global curriculum team's and our training service partners, to keep them up-to-date with areas of strength and potential for growth and ensure a strong learner support ecosystem
- Oversee the day-to-day delivery of programs, serve as the point of escalation for learner issues in programme (e.g., attendance, punctuality, engagement, assessment/learning outcomes, professionalism), and work with instructors and mentors to problem solve learner issues, escalating them as needed
- Participate in governance calls as per set cadence to ensure adherence to the Generation methodology and principles

#### **Curriculum Design Support: (20%)**

- Lead 1-2 initiatives each quarter to improve the quality of learning and teaching in our programs. These will be discussed and agreed with your supervisor each time, and will align with overall team strategic priorities.
- Gather and analyse feedback from instructors and collaborate with other team on feedback from learners, graduates and employers to inform curriculum revisions
- Collaborate with remote colleagues on the global curriculum design team to ensure effective curriculum localisation and session design to support quality delivery
- Remain plugged into curriculum design and delivery best practice from across the Generation network
- Other duties as required

## About Generation

At [Generation](#), we believe in the power of employment to change lives. We are a global employment nonprofit network that supports people to achieve economic mobility so they can change their lives. We train and place adults into careers that would otherwise be inaccessible and seek to improve how education to employment systems function. Generation launched in 2015 and consists of a global hub and a network of in country affiliates that spans 17 countries. To date, Generation has more than 100,000 graduates and those graduates have earned \$1 billion in wages since 2015. Generation works with more than 14,000 employers, implementation partners, and funders.

[Generation Thailand](#), officially launched in 2021 under the support of Thailand's Ministry of Higher Education, Science, Research and Innovation (MHESI) and Microsoft, aimed to train and place 350 individuals in technology and healthcare roles over 24 months. To date, we have exceeded our initial targets, with 361 alumni completing the program and achieving an 85% average employment rate. Our success is reflected in strong partnerships with 29 business organizations and the engagement of 57 expert instructors, demonstrating the effectiveness of our approach in both the Technology (Junior Software Developer) and Healthcare Services (Senior Care Professional) sectors. Building on these achievements, we are now launching the GenNX NEXT Program, which aims to develop specialized skills for Thailand's rapidly growing Electric Vehicle (EV) industry, aligning with government and MHESI policies for sustainable economic development.

\*Generation Thailand considers all applicants on the basis of merit without regard to race, religion, sex, gender identity, sexual orientation, ethnicity, national origin, age, marital status, or disability.