

## Role Profile

<b>Role Title:</b>	Training & Development Specialist
<b>Department:</b>	Talent
<b>Role Purpose:</b>	Responsible for the design, delivery and assessment of our customer service training and coaching programme. To facilitate the induction training for new employees and ongoing development of existing employees, ensuring they can deliver a high-quality customer experience which meets all service and quality standards.
<b>Reporting to:</b>	Talent Development Manager
<b>Responsible for:</b>	None
<b>Disclosure level:</b>	n/a
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<p><u>Design Learning</u></p> <ul style="list-style-type: none"> <li>• Lead training needs analysis across the centre, identifying gaps and putting into place relevant training and development to enhance performance.</li> <li>• Accountable for designing and developing learning solutions in partnership with the Operations Teams, Subject Matter Experts and wider stakeholder groups, to enhance performance, continually improve service delivery.</li> <li>• Lead all design and delivery of training to support all related Customer Contact channels; inbound, outbound, social, live chat, chat moderation and then maintain a high performing team through coaching where required.</li> <li>• Manage all technical training on systems for either refresher sessions or with technology upgrades / changes.</li> </ul> <p><u>Delivery of Learning</u></p> <ul style="list-style-type: none"> <li>• Facilitate induction training for the Customer Hub utilising a variety of learning methodologies and approaches.</li> <li>• Manage a schedule of training and have a flexible approach to delivery to employees who work a variety of shift patterns.</li> <li>• Partner with operational management to provide developmental support and guidance to colleagues where needed in terms of their capability and / or performance.</li> </ul>
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	<ul style="list-style-type: none"> <li>Assess learners on a range of competencies ensuring they can deliver a high-quality customer experience.</li> </ul> <p><u>Improve &amp; Innovate Learning</u></p> <ul style="list-style-type: none"> <li>Working with key stakeholders to review customer feedback data to recommend methods and/or deliver solutions for improving overall customer service and effectiveness.</li> <li>Support the evaluation of current training, making recommendations and changes as appropriate to ensure high levels of service are maintained.</li> </ul> <p><u>General</u></p> <ul style="list-style-type: none"> <li>As a member of the Talent team contribute to the development and continuous improvement of the overall function; ensuring collaborative working across all parts of People Services.</li> <li>Lead or participate in projects as required.</li> <li>Any other duties commensurate with the nature and level of this role.</li> </ul>
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<p><b>Education, Qualifications and Training</b></p>	<ul style="list-style-type: none"> <li>Recognised Training qualification or equivalent technical level of expertise demonstrated through significant experience.</li> <li>Level 5 qualified in coaching and mentoring</li> <li>Evidence of ongoing continuous professional development.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>Knowledge of best practice training design and delivery, as well as proven experience of design and implementation of learning and development solutions, e.g. online learning, blended learning, classroom learning.</li> <li>Strong knowledge of customer service best-practice.</li> <li>Computer literate, highly competent IT user including word, excel and PowerPoint.</li> <li>Experience of facilitating the induction of new employees.</li> <li>Experience of management development and soft skills training.</li> </ul>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<ul style="list-style-type: none"> <li>High customer service focus, with excellent communication and interpersonal skills.</li> <li>Strong facilitation and delivery skills.</li> <li>Proven training/ development design skills.</li> <li>Ability to build connection and rapport at all levels of an organisation.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Well organised, with the ability to work to tight deadlines and excellent attention to detail.</li><li>• Strong understanding and respect for confidentiality. Ability to adapt to changing demands and deadlines.</li><li>• Innovative and creative.</li><li>• Maintains effective work behaviour in the face of setbacks or pressure.</li><li>• Understanding of and commitment to the principles of equality and diversity.</li><li>• Demonstrates flexibility and the ability to travel independently across the Midland Heart geography.</li></ul> |
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