

TRAINING OFFICER

MAIN PURPOSE OF JOB

To develop and maintain a professional, dedicated training solution – to provide total coverage of all appropriate training needs to CDL clients

POSITION IN ORGANISATION

- Reports to the Client Team Manager
- Direct contact with all departments and external customers

SCOPE OF JOB

- To provide high quality training to internal and external clients
- To assist in the acquisition and maintenance of CDL application skills within the department and organisation
- To maintain effective communication with clients to establish training needs
- To evaluate the effectiveness of training and modify materials as appropriate.
- To develop and maintain training material to the highest standards for internal and external courses.

DIMENSIONS & LIMITS OF AUTHORITY

- To manage own time to meet the high standards of customer care required
- To gain support from Manager/Supervisor to assist with issues or client projects
- To liaise with managers from other departments to agree timescales and costs, or to escalate issues arising.

QUALIFICATIONS

- Minimum GCSE A-C Grades in Maths and English or equivalent
- Computer literacy and keyboard skills
- Effective communication skills
- Formal training qualification is desirable
- Full and clean driving licence

EXPERIENCE

- Experience of a technical training delivery role is essential
- Knowledge of CDL applications and a working knowledge of associated partner links (3rd party software) advantageous
- Experience of working within a customer service environment is desirable
- Experience of communicating at all levels up to and including senior management
- Experience of the insurance industry is desirable
- Experience of designing, delivering and maintaining training materials is essential.

DUTIES & KEY RESPONSIBILITIES

To provide high quality training

- To provide high quality professional training courses and materials
- To provide advice, assistance and information to the Account Development Team and other departments within the organisation, where and when necessary
- To ensure that all members of staff, new and existing, within the department and external to, are trained on the application to an appropriate level.
- To discuss any client training needs when necessary
- Where appropriate, to accompany members of staff on site to evaluate training courses in order to facilitate progress monitoring
- To approach clients and tailor specific customer training courses to fit their specific requirements.
- To visit clients to discuss all training requirements, either CDL application/Modules or Third Party software when linked with CDL application.

To assist in the acquisition and maintenance of CDL application skills

- To develop and maintain a high level of personal understanding of the CDL application software and associated modules.
- To develop and maintain an awareness of new CDL product developments
- To ensure that activities are in line with divisional and corporate objectives.
- To identify personal development requirements in order to maintain application knowledge
- To demonstrate and communicate a high level of understanding of the CDL application
- To ensure that all CDL clients – new and existing – are brought to the highest possible level of understanding of the CDL application and associated modules

To maintain effective communication with clients

- Ensure that training requirements are adequately specified and documented
- Ensure training provision meets customer requirements and is evaluated appropriately

To establish the effectiveness of training

- Acquire feedback on the courses needed for future planning/management information

To develop and maintain training material

- Develop and maintain training material.
- Ensure that training materials are appropriate to client's requirements.
- Design training materials that reflect company developments.