

## Job Description

<b>Job title</b>	<i>IT Trainer</i>
<b>Team</b>	<i>Training</i>
<b>Reports to</b>	<i>Head of Training</i>
<b>No of direct reports</b>	<i>0</i>

### Role Definition

This role will primarily involve delivering office based and onsite training to our clients on our range of HR software solutions.

### Responsibilities

- The delivery of training to clients both on and off site ensuring it meets their needs.
- To ensure training course content is reflective of current product releases, features, functionality and are reflective of client needs.
- To help the Training team realise its strategy and direction in the completion of delegated tasks.
- Proactively identify revenue generating opportunities and bring them back to the business for action.
- Confidently respond to client enquiries, deal with them appropriately. Escalate any enquiries that need further investigation to the appropriate team.
- Ensure the training environment; hardware, software and equipment are fit for purpose and that the learning experience for our delegates is productive and enjoyable.

### Key Tasks

- Delivering training courses to clients at the CIP training centre or client locations.
- Update training course content in-line with new product releases.
- Interact with Helpdesk where necessary to highlight any gaps in our training courses and Online material.
- Proactively identify Client Opportunities.
- Proactively identify product enhancements and product issues and log them in the appropriate internal systems.
- Gain and evaluate product and training feedback from delegates and incorporate appropriately into training and product feedback mechanisms.
- To ensure that the training environment is “fit for purpose” and that our products are reflected in the best possible manner in this environment.
- Liaise with the IT team to ensure that the training environment is fit for purpose, has the latest software installed and that the equipment is operating to a satisfactory standard.
- Become the recognised Product Champion for a designated product; pro-actively learning about the product or technology and passing that knowledge to other people in the team.
- On an ad-hoc basis be involved in pre-sales activity.

### Experience, Skills and Attributes

Description	Essential/ Desirable?	Trainable?
Ability to engage with clients and understand their requirements	Essential	No
Interpersonal sensitivity and empathy with clients and colleagues	Essential	No
High standards of customer care	Essential	No
A logical thinker with sound judgement	Essential	No
A proven track record of problem solving skills.	Desirable	No
To be self-motivated and capable of working without supervision	Essential	No
Diligence towards customer issues and requirements; to see that they are reported and ownership is passed	Desirable	Yes
Ability to adopt the mindset of an end user	Essential	No
Ability to interact with a wide variety of people in a productive manner	Desirable	No
Excellent communication skills	Essential	No
Demonstrates a desire to learn and improve training delivery skills	Essential	No
Demonstrates a commitment to the team in making a difference to our direction	Essential	No
Has a proactive nature when faced with problems	Essential	No
Experience of the HR sector	Desirable	Yes
Excellent knowledge of Computers In Personnel products and systems.	Essential	Yes
Extensive knowledge of MS Office products	Desirable	Yes