TRAINING OFFICER

1. 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

2. POSITION IN ORGANISATION
- Reports to the Account Development Manager
- Direct contact with all departments and external customers

1. 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.

1. 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.

1. 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

1. EXPERIENCE
- Minimum of 3 years in 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

- Identify personal training and development needs
- Participate in appraisal process
- 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 CDL staff members have an appropriate level of understanding of the CDL application software and associated modules.
- To provide advice and assistance, as required, to colleagues.
- 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

- To ensure that training requirements are adequately specified and documented.
- To ensure training provision meets customer requirements and is evaluated appropriately.

To establish the effectiveness of training

- To acquire feedback on the courses needed for future planning/management information.

To develop and maintain training material

- To maintain training material in line with changes.
- To ensure that training materials are appropriate to client’s requirements.
- To design training materials that reflect company developments.
JOB TITLE: TRAINING OFFICER

JOB HOLDER

DUTIES AND KEY RESPONSIBILITIES

TO HAVE IN DEPTH KNOWLEDGE OF CDL SYSTEM
- To have a good knowledge of the application software, additional modules and development software. To have understanding of Internet developments and MIS.
- To develop a general understanding of the various hardware platforms

TO PROVIDE HIGH QUALITY TRAINING
- To provide training in all aspects of the application software and special modules for new and existing clients
- To assist when required in the internal training of new and existing members within the organisation.
- To provide demonstration of development software when required to do so.
- Some assistance with the testing of software prior to its release.

TO PROVIDE SUPPORT TO CLIENTS
- Support in terms of application software issues and associated problems
- To assist in the monitoring and providing solutions to calls logged by cooperating with the application and technical support units.

TO ASSIST AND DEVELOP ACCOUNT HANDLING DUTIES
- To provide account management of existing clients and to assist with some new accounts and assist and support senior colleagues with key accounts.

HELP COLLEAGUES TO BECOME MULTISKILLED
- To help new and less experienced colleagues to become more multi skilled to develop their own careers

JOB HOLDER.................................................. IMMEDIATE SUPERIOR...........................................