



CAREER OPPORTUNITY TRAINER

Job Title:	Trainer
Department:	Learning & Development
Location:	LEDP Office, Limerick
Working Hours:	37.5 hours per week (including some Saturday cover)
Duration:	12 Month Fixed Term Contract
Travel:	Travel to company offices/centres within Ireland

We are seeking a self motivated and pro-active individual to work as a **Trainer**. The Trainer will be primarily responsible for the soft skills training, development and evaluation of employees. The Trainer will also be involved in proactively assessing training needs and designing and implementing innovative training solutions to meet changing business needs at all levels in the business.

The Trainer will be required to be flexible in this position and must be prepared to undertake such other work as may be assigned by the Company from time to time.

Specific Duties:

Training Development & Support

- Design and deliver training material to support high levels of customer experience, down to work instructions level
- Ensure all existing training material/work instructions are updated following any changes in procedures and/or business rules
- Design internal blended training programs for Technical, Systems, Personal Development and Management Development
- Work with 3rd Party Training Providers to develop accredited training
- Conduct Training Needs Analysis, as required, especially in the soft skills and quality of interaction area
- Complete mainstream training for all new hires and proactive assist with their development within the first 6 months
- Complete refresher and company update training for existing employee and third-party associates as required
- Co-ordinate the roll out of the training plan and programmes
- Ensure all employees receive and understand Company policies and procedures e.g code of conduct, regulations, data protection

Assessment, Certification & Evaluation of Training

- Conduct all Customer Care Assessment Level 1 & 2 for all employees
- Responsibility for driving training/quality/business improvements by the use of Call Recording within customer care
- Liaise with Team Leaders/ Supervisors as to progress of individual agents on a daily and weekly basis
- Comply with National Framework of Education certification requirements should training programs be mapped to national accredited training.
- Conduct regular call monitoring with agents and make assessments of any training needs.
- Utilise ROI (Return on Investment) model to evaluate training programs to a minimum level of 3
- Support the business in conducting level 5 evaluations (Full ROI) as required
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Coaching & Feedback

- Support Performance Coaching culture
- Provide one to one training coaching and mentoring to agents on referral from their Team leaders/ Supervisors
- Work closely with the QA department to maintain high levels of quality on call systems

Maintenance & Updating of Training Files

- Administer training records, to include attendance, individual training records , training performance evaluations and training evaluations level 1,2 & 3 at a minimum and level 4 & 5 as and when required
- Administer participant profile and evaluation records in accordance with government grant requirements
- Collate gather and return employee training files in accordance with National Framework of Education requirements.

The Candidate

The ideal candidate will have commercial acumen and the ability to operate flexibly and proactively in a complex and dynamic working environment They will be a resourceful, highly motivated team player, who is results oriented and demonstrates excellent organisational; presentation and interpersonal skills

They must be fully competent in conducting training needs analysis and designing/delivering appropriate programmes which utilise blended learning interventions and methodologies to consistently high standards in line with business needs.

They should have:

- 3-5 year soft skills training experience, preferably within the communications industry
- Professional nationally recognised training qualifications are essential
- Previous experience of the design and delivery of technical/systems and product training.
- Demonstrable track record in delivering a variety of training programmes to improve quality of interaction, call control and speech impact within the contact centre industry
- Excellent copy writer skills and content knowledge management skills are required, with specific experience in developing soft skills training content and programmes
- Proficient in the use of MS Office with advanced Excel skills
- Experience in using e-learning application and creating e-learning content is desired, but not essential, as full content builder training will be provided

A University Business Degree or equivalent would be advantageous.

Please forward your application details to the Human Resource Department, UPC, Limerick Enterprise Development Park, Roxboro Road, Limerick or email jobs@upc.ie .

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