



L&D TRAINER – SALES AND CUSTOMER SERVICE



ABOUT THE ROLE

An exciting opportunity has arisen to work as part of the Redrow's training delivery team. The role has been developed to assist with the design and delivery of quality training solutions to support our Sales and Customer Service initiatives.

The role will focus on developing a suite of courses to be delivered through e-learning and face to face / virtual facilitation. The right candidate will liaise with both Directors and Managers to understand training needs.

KEY RESPONSIBILITIES

- Building relationships with key stakeholders to understand learning requirements across Redrow operational divisions.
- To assist in the delivery of learning and development solutions, from the Redrow portfolio, including Sales and Customer Service inductions.
- Analyse training needs and align materials to business goals.
- Proactive and creative in the assisted design of innovative learning programs and have knowledge and experience of the learning cycle.
- Work closely with the Head of Training and key business experts to agree training plans and priorities for the specialist areas.

- Maintain existing course materials in line with the Redrow Quality Assurance procedure by holding regular reviews and ensuring information is up-to-date and relevant.
- Support the designing and writing of learning solutions, through liaising with external training/learning and development providers and professional bodies.
- Continually improve the learning portfolio by assisting in developing a robust evaluation process to ensure on-going quality improvements.
- Assist the Training team in the organisation and execution of events at the training centre and off-site.
- Work alongside and support the wider L&D and HR team

THE PERSON

What kind of person are we looking for?

- Strong facilitation and presentation skills
- Sales and Customer Service training experience minimum of 2 years
- Experience of the Learning cycle
- Competent computer skills
- Excellent communicator with a flexible attitude to collaborate with a variety of internal and external stakeholders
- Awareness of current best practise methods and innovative learning techniques
- Drive, confidence and a positive “can do attitude” that wants to make a difference.
- Application of learning and development knowledge to produce effective training materials for both face to face and digital learnings.
- Proactive and creative with accuracy and attention to detail
- Ability to design e-learning courses using appropriate software advantageous but not essential.

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.