**ROLE PROFILE**

|  |  |
| --- | --- |
| **Role:** | Trainer (9-month FTC/Secondment) |
| **Location:** | Bristol/Edinburgh |
| **Hours** | 38 hours a week  Hybrid Working - minimum of three days per week in the office, which are flexible, to meet team and business needs |
| **Band** | 2 |
| **Pre-Employment Checks** | DBS Check  Financial Check  Qualification Check |
| **Purpose of Role:** | This role provides an exciting opportunity to facilitate highly engaging, interactive, and effective Electric Vehicle (EV) training to our dealer Motability Sales Specialists and Customer Services employees to support our customers transition to EV.  Our blended training programmes provide employees and Motability Sales Specialists with the skills, knowledge and confidence of key topics relating to EV customer experience and accessibility including EV qualification, ownership, and MO proposition.  You will facilitate learning through both virtual and classroom-based training sessions, with group sizes of around 10.  During these sessions, you will engage your learners and drive their participation and progression, ensuring they each leave with a clear understanding of their own personal development areas and actions needed.  The role will involve working closely with the Customer Service Content Design Team, operational managers, EV teams, and the Coaching Team to keep abreast of trends and training needs. You will provide feedback on the effectiveness of training, changes needed within content, while identifying opportunities for improvement.  You’ll also need to maintain effective communication with the Resource & Support Co-ordinators to support the scheduling of training and to adhere to agreed delivery timescales.  You will use our Learning platforms to track learner attendance, review training progress and assessment scores to assess learner competency and confidence, along with providing detailed handovers following training. |
| **About you:** | * You are excited about the transition to Electric Vehicles and the benefits it can bring to our customers when they’re ready to make the switch. * You are passionate about developing and supporting learners to fulfil their potential through the development of their knowledge, skills, and behaviours. * You thrive on the challenge of facilitating and delivering training that incorporates a full breadth of interaction to maximise engagement and impact. * You know how to facilitate training with confidence and energy, striking the balance between a warm, nurturing style while keeping training sessions on track. * You can identify and respond appropriately to varying levels of learner engagement. * You are confident working alone, whilst being comfortable to ask for support when needed. * You’re comfortable following training materials/schedules provided to ensure the consistency of structure and learning outcomes. * You have an ongoing commitment to continuous personal and professional development, seeking out, and acting on feedback to improve, while remaining up to date with external technologies and best practices in the field. * You’re an excellent communicator with the ability to take complex information and present this in a clear and concise summary. * You have great attention to detail, who is highly motivated with the ability to motivate and influence others. |
| **Minimum criteria:** | * Proven experience in delivering engaging and effective training in a face-to-face classroom or virtual environment;   + as part of broader blended training programmes   + via Zoom, using a mixture of audio, chat, whiteboards, breakout rooms and video content. * Familiarity with a variety of training theories, methods, tools, and techniques. * Proven time management and organisational skills with the ability to follow predefined training timetables, schedules, and content. * Strong experience in managing and building stakeholder/learner relationships. * Proven experience in identifying improvement opportunities to support the development of others. * Experience, and ability to use the full Microsoft suite. * Proven ability to quickly pick up and learn new systems, technologies, and processes. |
| **Desirable criteria:** | * A professional qualification in facilitation or training delivery (e.g. TAP Certification in training delivery / CIPD Associate Diploma in Learning and Development) * Experience of using a LMS/LXP platform to manage and tracker learner attendance, progress and performance * Full UK Driving licence |
| **About the team:** | The Customer Services Training and Communication Department deliver tailored,  multi-media communications, content and training to employees and Scheme  partners, including car dealers, adaptation installers, powered wheelchair and  scooter dealers and wheelchair accessible vehicle converters.  Whether you work in the sales team at a car dealership or a customer facing role  here at MO, having the right skills and knowledge are an essential part of the  formula for delivering excellent customer service. |