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| **Role Summary**:* To design, deliver and evaluate dynamic development solutions, aligned to the learning cycle for colleagues across Consumer Operations, Contact Centre & SME.
* Ensure all training is aligned with business objectives and Members requirements
* Delivery of our core learning and development offer, including Induction Training for all new CC colleagues
* Design and delivery of new training and development interventions aligned with the Consumer Roadside & Consumer Operations Business Plan, covering product launches, product life cycle changes and flash sale activity
* Continuous self-learning adopted for RAC products & services aligning to industry best practice.
* Office based with some travel required to RAC Stretford & Bescot sites upon business requirements
* Requirement to work flexibly and undertake ad-hoc duties as required by the demands of the business.

**Reports to:** Sales Operations Training Manager**Relationships****Internal:*** Contact Centre Leadership Team
* Membership Seniors
* Peer Group in Recruitment & raining
* Project Managers
* Planning & Scheduling team
* Learning & Development team – HR
* QA&I
* Consumer Roadside proposition teams within Retention and Acquisition
* 3rd party partners

**External:*** Outsourced partners
* Any 3rd party consultants engaged, specialising in training & development.
* CIPD / TAPs

**Additional Information:*** Flexibility to work hours necessary to meet business needs.
* Able to attend all RAC offices in order to deliver training when required
 | **Outcomes:** * As ‘the face’ of the RAC, act as a role model displaying best practice in terms of performance and behaviours, leading by example always to shape expectations for all colleague delegates.
* Deliver / facilitate training to new and existing colleagues across multiple disciplines; aligned with the training plan and ensuring regulatory requirements are met
* Ensure colleagues entering training have all relevant assets/system accesses and are trained how to use it
* Work with all business areas to identify training and development needs and to design appropriate learning solutions to meet those needs
* Design and deliver training packages, utilising all available options and accommodating different learning styles
* Develop ad-hoc training solutions to meet evolving business needs e.g. initiatives, systems or product training
* Maintain, evolve and improve existing training materials in line with industry best practice/RAC policy frameworks
* Research and introduce new training tools exploiting technology to maximum advantage which supports a blended approach to learning
* Build and maintain effective working relationships with Membership Seniors to ensure a seamless learning experience for colleagues as they move from classroom to role
* Developing effective cross-functional relationships within the RAC and external partners in order to support effective stakeholder management
* Actively take responsibility for day to day decisions relating to enhancement of colleague development
* Completion of administrative tasks associated to the role including preparation/required documentation
* Using own initiative to assist in identifying areas requiring additional support, offering coaching and training solutions through closely working with operational management
* To effectively evaluate all learning programmes for commercial delivery, learning outcomes and business benefits

Take responsibility for your own approach to self-learning, which ensures your own specialist knowledge of sales channels, business process, products, offers, performance, sales skills, competitor activity and Member experience skills are continually kept up to date and accurately reflect the business focus and goals* Maintain your knowledge and understanding of industry regulations that govern our activity, maintaining an awareness of future changes that are likely to have an impact on the business
 | **Skills/Knowledge/Experience*** Outgoing/confident individual with a positive ‘can do’ attitude
* Passionate about developing others with a good understanding of ‘how people learn’
* Experience of delivering/facilitating training within a sales regulated environment.
* An experienced Coach with proven ability to deliver feedback in a positive, enthusiastic and constructive manner.
* Can demonstrate affective stakeholder management skills and satisfaction.
* Excellent organisational skills including time management with willingness to accept ownership and accountability of work.
* Must ensure all outputs are completed with accuracy and attention to detail, whilst working quickly and accurately to tight deadlines.
* Excellent communication skills, both written and verbal with the ability to work effectively and interact with colleagues across all RAC business areas whilst having a strong Business and operational understanding.
* Tolerance of ambiguity, resilience and patience to work within a pressured environment.
* Demonstrate a drive and desire to make an impact upon the business.
* Ability to work in isolation within a field based or office based environment
* Proven track record in acting as a role model

within existing team* In-depth knowledge of RAC products, systems, processes and MS Office software literate would

be advantageous**Qualifications/FCA:*** CIPD/TAP’s qualified (or studying towards) is essential
* FCA Regulated – relevant CBT’s
* Detailed knowledge of TCF outcomes.
 | **Capabilities/Strengths:**Need to exhibit behaviours consistent with RAC core values:* **Handle it together**
* **Exceptional Service**
* **Raise the Bar**
* **Own It**

**COMPETENCIES*** **Member focus** Level 3: Anticipates and response to Members changing needs and expectations
* **Developing Self & Others** Level 3: Markets self and others for opportunities. Understands what is required for career development & gives support to others in theirs.
* **Interpersonal & Influencing Skills** Level 3: Has the personal stature and capability to influence a broad range of people including key decision makers.
* **Achievement Drive** Level 3: Accepts change, is flexible and applies sustained energy in order to adapt to new requirements
* **Team Working** Level 3: Understands how and when to set team goals and objectives and makes use of the skills and talents of team members.
* **Continuous Improvement** Level 3: Knows how to plan and organise tasks.
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