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| Job Title: **Sales Trainer**  | Current Job Holder(s): Various |
| Department: **Sales**  | Date Created/Amended By: **03.24/AH** |

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| **DEPARTMENT DESCRIPTION**The Sales department at The 1:1 Diet Cambridge Weight Plan is responsible for developing, motivating, training and supporting the consultant network to support the delivery of sales and profit targets and overall business plan objectives. |

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| **JOB PURPOSE**Contribute to the growth and success of The 1:1 Diet by Cambridge Weight Plan Consultant base (and the associated sales revenue for the company) by working as part of a team who provide a full training and development service to the Consultant base (circa 6,000) covering;* Training & Development (creating content and delivering both F2F and virtually)
* Supporting the onboarding process for new Consultants
* Aftercare Learning and Development support
* Identifying and addressing training needs
* Medical enquiries support

The objectives of the role and training strategy are to drive sales growth, consultant growth and improve consultant retention in line with the Commercial business objectives.  |

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| **RESOURCES MANAGEMENT****Management responsibility for**: No direct reports**Reports to:** National Training and Development Manager **Budgetary/financial framework:** No formal spend or budget authority |

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| **KEY RESPONSIBILITIES*** Create content and deliver training programmes to Consultants in line with the Training Strategy and Business Objectives
* Content management of all aspects of Consultant learning and development material to ensure all content is relevant and fit for purpose.
* Understand all aspects of Products, Plan and Programmes, and be familiar with the role of the Consultant to ensure delivery of appropriate training
* Utilise various delivery methods and training techniques, such as e-learning, tutorials, coaching and webinars, that suit the purpose of the content and audience type
* Deliver Virtual and Face to Face training sessions
* Build strong relationships with Consultants, both within the UK and Globally
* Perform training needs assessments to identify knowledge gaps and areas of need of improvement
* Prepare all training materials, user guides, and delegate information packs
* Partner with Marketing Communications to drive attendance of available training opportunities to Consultants
* Supporting regional training strategies and work in the regions to support regional training needs and attending regional meetings to deliver training
* Assess training effectiveness and determine the impact of training on Consultant sales and effectiveness
* Respond to all medical enquiries in line with Company protocols
* Use known education principles and stay updated on new training methods and techniques
* Administer, oversee and undertake the onboarding process for new Consultants.
* Maintain Consultant details in company ERP platform
* Support the Regional Managers in developing geographical areas and/or encouraging Consultants to develop into new areas
* Deliver virtual and face to face training at times that will have the most impact/attendance. This includes evenings and weekends.
* Assist and cover for other members of the Sales Operations team as circumstances require, working as a supportive team member
* Undertake other duties and tasks that from time to time may be required.
* Collaborate with wider teams and Stakeholders in the business to understand, uphold and improve all Policies and Procedures
* Comply with all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection etc, and all those contained within the issued Employee Handbook.
* You are responsible for effectively implementing communicating and maintaining a food safety culture that supports the realisation of safe product as outlined within the FSSC22000
* You must ensure all activities relating to food safety management system are adequately resourced and that all personnel carrying out activities that have an impact on food safety are adequately trained and competent
* You must also ensure conformance to the company’s food safety policy at all times champion good manufacturing practices and behaviour’s and ensure all designated food safety objectives are realised
* Promote and demonstrate the company’s core values and behaviours
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| **MAIN JOB REQUIREMENTS** **Education/Qualifications/Training:*** Educated to a general GCSE standard as a minimum
* Vocational qualifications in Learning and Development, or equivalent experience

**Specific Experience:****Required*** Proven experience in creating and delivering sales-based training content/programmes to either internal or external delegates
* Experience in preparing and delivering training courses presentations from small to large groups of people
* Experience of design and delivery of learning programmes
* Ability to design and create L&D content
* Knowledge and experience of learning management systems
* Proven ability to complete full training cycle (assess needs, plan, develop, coordinate monitor and evaluate)
* Advanced organisational skills with the ability to handle multiple assignments

**Desired*** Experience of working with a Learning Management System
* Well-developed presentation skills
* Commercially aware, charismatic and be able to fully connect and engage with the network of Consultants
* Experience of working in a Direct Sales environment
* Highly creative, with a constant desire to try new ways of working

**Abilities/Skills/Knowledge:*** Operational organisational and planning skills to ensure the effective running of training programmes and activities.
* Must have the ability to plan multi-task and manage your time effectively in a fast-paced environment.
* Able to build rapport and show empathy with Consultants from diverse backgrounds.
* Developing presentation skills in a formal setting, together with developing written skills to draft copy
* Intermediate level IT skills, especially in Word, PowerPoint, Excel and databases. Experience of Zendesk would be desirable
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