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| Job Title: **National Training & Development Manager** | Current Job Holder(s): N/A |
| Department: **Commercial - Sales** | Date Created/Amended By: **February 2024/AH** |

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| **DEPARTMENT DESCRIPTION**The Commercial function is responsible for the Sales, Marketing and Digital Strategy to drive growth and achievement of sales and profit targets in The 1:1 Diet. The Sales Department holds the relationship with the customer and is responsible for developing activities and support that drive and achieve sales growth through a Direct Sales network of independent Consultants.  |

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| **JOB PURPOSE**To develop and implement an effective end-to-end training strategy for The 1:1 Diet Consultant network, that is delivered through a team of dedicated Sales Trainers, which directly contributes to overall consultant base growth and development and aligns to achieving commercial objectives and sales and profit targets.This will involve developing a high-performance mindset and leading a training team to create and deliver a wide variety of training material that supports business growth within a direct sales market, and effectively supports Consultants providing an end-to-end training strategy that helps them build their business by increasing their sales, their team and their earnings. The objectives of both 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**: x3 direct reports**Reports to:** Head of Sales**Budgetary/financial framework:** Single item spend approval of up to £5,000 |

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| **KEY RESPONSIBILITIES*** Full accountable and complete ownership of the creation and delivery of an end-to-end Consultant training strategy, partnering with key stakeholders to identify appropriate solutions and interventions that support both new and existing Consultants in the network.
* Fully accountable in the development and delivery of a first-class supportive onboarding journey for all new accredited consultants (including content/material/user journey mapping/programme design etc)
* Fully responsible for maintaining up to date knowledge on the latest learning strategies and tools.
* Fully responsible for identifying KPI's, providing data analytics and reporting (internal & external) on training activities to enable more informed decision making and demonstrate a return on investment.
* Fully accountable for leading a team of both field & office-based Trainers, ensuring they are able to identify and meet consultant training needs, through effective skills gap analysis and training delivery.
* Fully accountable for effectively line managing a team of Trainers, driving both their development and performance, building their skills and capabilities, through effective objective setting that offers stretch
* Fully accountable for Partnering with Regional Sales Managers to identify regional or consultant segmented training solutions
* Fully responsible for your own operational delivery and attendance of both face to face and virtual training, typically 50% of the time, which also includes evening and weekends to meet customer requirements and attendance levels.
* Fully accountable for your teams operational delivery and attendance of both face to face and virtual training, typically 80% of the time, which also includes evening and weekends to meet customer requirements and attendance levels.
* Fully responsible for partnering with the Commercial leadership to identify & create appropriate content aligned with the Commercial Plan and objectives.
* Fully responsible for the management of the Learning Management System (LMS), being the main point of contact for resolving issues and regularly reviewing suitability of content for the business.
* Fully accountable for overseeing and ensuring that all training methods/techniques are appropriate and effective for the audience including e-learning, tutorial sessions and coaching etc.
* Fully responsible for implementing and maintaining a daily training rota system, setting clear KPIs.
* Fully accountable for ensuring all medical enquiries are responded to in line with protocols
* Fully responsible for carrying out weekly one to ones, creating and maintaining PDPs and performance reviews.
* Responsible for partnering with Head of Sales to identify budget requirements and fully responsible for day-to-day budget management.
* Responsible for building supportive relationships with consultants in all owned markets, visiting them and attending meetings to provide support, identify requirements and deliver training where required.
* Fully responsible in ensuring you maintain an understanding of all aspects of the business, encouraging business development in consultants and having a clear understanding of all aspects of the Products and Programmes, being able to communicate them clearly to Consultants.
* To maintain Consultant details and data on IFS (ERP)
* To ensure adequate staff attendance to regional events and exhibitions to promote CWP products and programmes
* Provide relevant and up to date external insight to the business on industry/global/environmental/local L&D activities & trends
* Undertake other duties and tasks that from time to time may be allocated to the jobholder that are appropriate to the grade of the job
* 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 similar, or equivalent experience

**Specific Experience:****Required*** Proven experience of creating and delivering sales training strategies and programmes based on business goals that deliver results.
* Proven experience of partnering with Senior Leaders.
* Proven track record of successfully leading and developing a training and/or L&D team
* Previous experience of working in a training/development capacity within a Direct Sales environment
* Proven experience of managing multiple projects and priorities
* Proven experience of creating and implementing blended and multi-channel training solutions across eLearning/digital platforms and in person interventions/workshops

**Abilities/Skills/Knowledge:*** Strategic Thinking
* Excellent partnering skills.
* High level of communication skills (verbal, written & presentational)
* Excellent Leadership skills
* Prioritisation and decision making
* Operational, organisational and planning skills to ensure the effective running of training events and activities.
* Well developed customer relationship skills and a professional manner
* Able to work to targets and deadlines
* Intermediate level IT skills, especially in Word, PowerPoint, Excel and databases
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