

## POST OFFICE JOB DESCRIPTION

Job Title	<i>Classroom Trainer</i>
Grade:	<i>2a</i>
Post Reports to:	<i>Regional Lead Training Manager</i>
Division:	<i>Retail</i>
Business Unit:	<i>Retail Engagement</i>
Budget Accountability:	<i>0</i>
Number of Direct / Indirect Reports:	<i>0</i>
Location:	<i>Field Based</i>
Fit & Proper Requirements	<i>No</i>
Unique Position Number:	
Date of Job Evaluation	

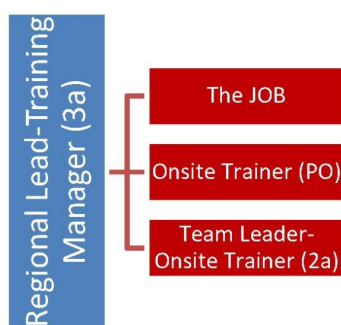
### Purpose of the role

Working as part of the Training Delivery team, responsible for the delivery of the classroom training programme to new postmasters and running the regional training hub including ensuring high class training is being delivered across the full agent onboarding process.

Working in conjunction with the field teams, the Classroom Trainer will make sure the training is compliant, meets POLs high standards and delivered in the best way for our postmaster network.

The Classroom Trainer will also be responsible for managing their delegate wait lists and promoting classroom course availability throughout their areas.

### Where does this role fit in within Post Office?



### Principal accountabilities

- Management of the regional training hubs and providing retail class training workshops
- Contribution towards design and deployment of classroom training modules ensuring new postmasters are trained ready for life running a Post Office
- Ensuring POLs training standards meet all required legislation and maintaining records and documentation of delivery.

- Classroom management – holding events which upskill POL teams on field-based activities as well as existing postmasters, when applicable
- Deliver exceptional stakeholder management and work across all teams and the Retail teams to support branches across the network.
- Champion and deploy sales, service and regulatory compliance culture and ensure consistency in deployment by field team.
- Maintain delegate training records to ensure a full audit trail of attendance and capabilities.

## Knowledge, Experience and Skills

- Must have a training background.
- Effective leadership skills with a passion for developing people.
- Ability to work independently.
- Strong communication skills
- Strategically minded.
- Goal driven.
- Strong collaboration skills
- Strong people and stakeholder management skills
- Knowledge of Post Office and Horizon system and processes
- Knowledge of the Post Office application process
- An awareness of both the wider social and commercial environment in which Post Office operates.
- An awareness of training, interventions, and evaluation techniques
- Good analytical and reporting skills.