

POST OFFICE JOB DESCRIPTION

Job Title	Team Leader - On-site Trainer
Grade:	2A
Post Reports to:	Regional Lead Training Manager
Division:	Retail Engagement
Business Unit:	Retail Team
Budget Accountability:	N/A
Number of Direct / Indirect Reports:	Circa 9
Salary	
Location:	Field Based - You may be asked to travel nationally
Closing date:	

Purpose of the role

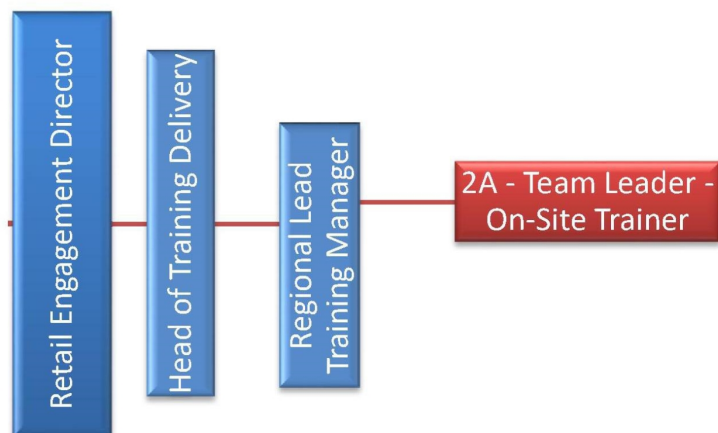
The Onsite Trainer Team Leader, reporting to the Regional Lead Training Manager, will be responsible for delivering retail class training, on-site within the Post Office network & leading and managing a team of onsite trainers. Being spread nationally the training team will be deployed in to branches to deliver the training and inductions of new Postmasters who have been recruited to grow the Post Office network.

Also, as part of the role the Onsite Trainer Team Leader will be working on site with existing Postmasters who at times need upskilling in Post Office matters and customer service techniques ensuring the existing Postmasters are constantly developing their Post Office skill sets.

Observations of the onsite trainers as well as completing timely check in's will be fundamental to ensure quality assurance is evidenced on both content and delivery as well as ensuring onsite trainers are continually developing.

The onsite trainers will be one of the key, front facing roles ensuring our network is fit for the future for Postmasters and our customers.

Where does this role fit in within Post Office?



Principal accountabilities

- Managing the delivery of in-branch training by Onsite Trainers, ensuring retail class training is delivered to new and existing postmasters.
- Managing the deployment of Onsite Trainers within the region to ensure onsite Induction and training support is delivered where required, providing solutions to scheduling queries and escalations.
- Ensuring quality assurance checks completed regularly and reporting findings across the region.
- Leading, coaching and developing Onsite trainers, through regular observations, monthly check-ins and a regional development programme.
- Occasionally delivering training onsite to Postmasters and teams.
- Planning and organising the team of onsite trainers to ensure that onsite training and interventions are provided in a timely manner
- Upskilling teams and postmasters on complex Post Office transactions and processes.
- Collaborating with stakeholders to promote our training support offering
- Taking ownership in the training part of delivering the area training plan
- Deploying training across the region and taking ownership across a group of branches ensuring the training needs are met for these branches
- Making follow up visits and ensuring any training interventions are followed up and tracked through to resolution
- Ensure effective and quality delivery of training in accordance with agreed standards and customer requirements
- Ensuring all training documentation is received in branch and the postmasters have everything required to perform the role
- Ensuring all processes and procedures around branch takeover/stocktake are completed accurately and thoroughly
- Identify any gaps in the training process and make recommendations of improvements

Knowledge, experience and skills

Knowledge required

- Must have a solid training background
- Effective leadership skills with a passion for developing people
- Strong people and stakeholder management skills
- Ability to work independently
- Strong communication skills
- Excellent organisational skills inc. the ability to plan and prioritise workloads.
- Experience of managing customer relationships
- Team collaboration – demonstrate flexibility and the ability to embrace changing work situations. A positive and highly motivated approach to meeting challenging situations, solutioneering and overcoming barriers, resilience and tenacity is essential
- Ensure effective and quality delivery of activity in accordance with agreed standards and customer requirements
- Responsible for the specialist training for all new postmasters, strategic partners and Directly Managed Branch colleagues.

Experience required

- Previous line management responsibility desirable
- An in-depth understanding of the training requirements of the On-site trainer

Personal Skills required

- Excellent interpersonal, telephone and written skills
- Trustworthy and professional and be able to operate in a highly confidential environment
- Demonstrate and role model Post Office behaviours
- Flexible and adaptable with a 'can do' approach
- Strong team player, highly motivated and demonstrates a positive mindset
- To effectively maintain relationships with key internal and external stakeholders