

Technical Trainer – Job Description

Function: Technical Trainer

Reports to: Technical Training Manager

Purpose

The role is varied and interesting involving all aspects of Technical Training and Support, therefore the ability to pass on your in-depth knowledge of the subject is essential. Your previous experience in the field will ensure you have the skills to demonstrate your understanding of the topic.

Ideal candidates will have spent the formative part of their career working on a wide range of lift products.

Ideal candidates will be computer literate. Previous experience using Microsoft Office would be useful, but not essential as training will be provided as necessary. Good communication skills, both written and verbal are important attributes.

Excellent presentation skills are essential to the role.

Key Responsibilities

1. Health and Safety

In and around the department for our customers and members of the public with our documented Health and Safety policy and procedures.

- Ensure that all risk assessments are up to date.
- Monitor and effect the housekeeping and working conditions in the training centre ie Lighting, Ventilation etc.
- Ensure all training candidates aware of their responsibilities with regards to Health, Safety & Environment.

2. Training

To provide the highest level of technical training and set Stannah engineers at the top of our industry

- Assist with the development of training programmes, sessions and lessons.
- Delivery of effective training to candidates in line with the company training policy and procedures.
- Identify training needs for individuals and communicate those requirements to management.
- Provide appropriate technical support to Engineers, Field Managers and others in line with the requirements of the Company Business needs.

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3. Administration

To ensure smooth running of the department, high quality, timely administration is essential.

- Keep accurate records of training required and undertaken.
- Produce written lesson plans or other material to support learning.
- Liaise with and support the Administration team.

4. Business Development

Contribute to and where appropriate take the lead in continuous improvement activities that are required to further develop the department or the business.

- Contribute to the development of the department business by:
- Liaising with the Accounts department on invoice queries.
- Develop opportunities for improving the training offering from the department.

5. Customers

Ensure that the highest possible standard of customer service is maintained at all points of customer contact and in the services we provide.

- Maintain a high standard of customer service.

6. Systems

Application of the Company's, safety, quality and other administration procedures outlined in our policy statements and QA procedures.

- To identify Quality Work Instructions and Work methods related to your position.
- Make sure that you work to our work instructions using the correct methods and systems.

7. Financial

To assist in keeping expenditure within budget and where appropriate take measures to deal with reducing costs with colleagues or via a CIT.

8. Premises and Assets.

Ensure that you help maintain company premises and assets at all times.

- To help maintain a safe environment.
- To keep housekeeping to a high standard and make change where necessary if needed.
- To ensure that all equipment is up to a safe and workable standard.

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This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Training function.

Skills and Experience

- Ability to plan, prioritise and organise workloads.
- Minimum of 7 years lift industry experience.
- Experienced in a wide range of lift equipment.
- Excellent presentation skills are essential to the role.
- Excellent report writing capability.

Personal Attributes and Behaviours

- ✓ Superb people skills
- ✓ Excellent communication skills with the ability to interact at all levels and with different departments
- ✓ Calm & effective under pressure
- ✓ Approachable nature, able to instil confidence.
- ✓ A 'Go To' Person, a Role model.

Managerial and Supervisory Responsibility

- Able to take charge during a training session
- Reporting to Technical Training Manager.

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

External

Develop and maintain good working relationships with external agencies including suppliers and customers.

Education and Qualifications

- NVQ Level 3 or 4 in lift engineering 'or equivalent'
- IOSH Managing Safely or similar

Other Information

Working Hours: 8.00 a.m. to 4.45 p.m. Monday to Thursday (3/4-hour unpaid lunch)
8.00 a.m. to 1.00 p.m. Friday (no lunch break)

Holiday: 25 days plus bank holidays