

# Trainer

Business Unit	Central Functions	Department	Strategic Programmes
Reporting Line		Location	Various

## Role Overview

### Job purpose

To define, develop & deliver systems & process training to the Financial Services [FS] teams.

### Key Responsibilities

- Deliver appropriate training to internal staff on both an individual and group basis.
- Work closely with business SMEs to define, develop, deliver, and support implementation of a training curriculum in line with business change requirements.
- Identify & develop further training to enhance knowledge to support the embedding of change.
- Propose appropriate methods of training for each change to project teams and key stakeholders.
- Form part of multiple discipline change teams to represent the training aspect for FS.
- Own and coordinate the training plan for all required transformational change training including in house delivered and 'off the shelf' third party provided training.
- Work closely with the implementation managers to evaluate and assess the impact of change post go-live to ensure training has met its objectives.
- Highlight potential risks and mitigate as necessary.

### Key Skills and Experience

- Experience in training delivery and content creation
- Strong organisation and coordination skills
- Excellent interpersonal, verbal, and written communication skills
- Experience within Financial Services industry - desirable

### Professional Qualifications and Education

- Industry recognised training qualification

## Our Values and Behaviours

### Personal

- ★ We take time to listen to & understand people's individual needs
- ★ We treat everyone fairly & with respect
- ★ We are honest & genuine

### Performance

- ★ We are ambitious for our clients and act with their interests in mind
- ★ We keep our promises & deliver excellence at pace
- ★ We lead the way and embrace new ways of working

### Partnership

- ★ We build lasting, mutually beneficial relationships
- ★ We value everyone's contribution
- ★ We partner across the full breadth of our expertise to create shared value