**Job Purpose**

To build, develop and deliver a training program for a company on the regional scale that provides teams and line managers with the [training resources](https://www.trainersbox.net/free-resources-634099.html) and tools to improve performance and deliver customer satisfaction.

**Key Responsibilities**

Responsibilities include but are not limited to the following:

* Conducts regular [training needs analysis](http://www.trainersbox.net/training-needs-analysis.html) in order to determine the most relevant and cost effective training solutions for teams, Regional Managers and Central Services staff that will improve individual/team knowledge, skills and, in turn, business performance
* Works with the HR Business Partner/Heads of Operations/other Regional Managers to identify the training requirements tailored to the business needs and individual Personal Development Plans
* Determines the priorities and plans a 12 month company-wide training calendar
* Contributes to the design, development and production of [training materials, documents and manuals](https://www.trainersbox.net/free-resources-634099.html) to ensure consistency and quality of content and delivery to meet the specific needs of the retail training program
* Liaises with Communications Partners to ensure all [training materials](https://www.trainersbox.net/), documents and manuals are branded and adhere to the brand guidelines
* Designs and develops a planned and ongoing [training program](https://www.trainersbox.net/store/p8/presentations.html.html) for volunteers that provides managers with the [learning resources and tools](https://www.trainersbox.net/shop.html) to improve performance and optimize on the potential of teams
* Provides coaching and development to the trainers and managers responsible for newly appointed managers, staff and trainees to ensure effective implementation of all new and existing in-house and classroom based [training programs](https://www.trainersbox.net/store/p8/presentations.html.html)
* Assists with the induction and training for new projects; works with other Regional Manager to ensure quality standards are met; follows through on post project openings to identify any immediate training needs and provides the appropriate training
* Supports [training managers](http://www.trainersbox.net/training-manager-job-description.html) with new projects by assisting during the set-up operation and attending on opening day
* Supports [training managers](http://www.trainersbox.net/training-manager-job-description.html) with recruitment activity and employee relations case work
* Evaluates and reviews [training materials](https://www.trainersbox.net/shop.html) and tools utilized on the regions, updates as appropriate to ensure maximum effectiveness with the support of the Retail Trainers, coaches and supports new shop managers and staff through their induction training to ensure maximum benefit to the employee and compliance with statutory obligations and company policies
* Understands the needs of the business to ensure legal compliance training is organized and delivered cost effectively e.g. health and safety training
* Identifies any additional training requirements
* Works closely with the [training managers](https://www.trainersbox.net/training-manager-job-description.html) to ensure thorough implementation and evaluation of the training program
* Manages and maintains training information on the database/system for training reporting record maintenance
* Actively participates in two ways communication, sharing and exchanging relevant and timely information with Retail Teams, Central Services personnel and all external providers.

**Job Prerequisites**

* Experience of designing, developing and delivering [training programs](https://www.trainersbox.net/store/p8/presentations.html.html)
* Experience of conducting [training needs analysis](http://www.trainersbox.net/training-needs-analysis.html)
* Excellent presentation and [facilitation skills](https://www.trainersbox.net/store/p120/100_Tricks_of_the_Trade_of_the_Mentor_Training_Presentation_Kit.html)
* Excellent written and verbal [communication skills](https://www.trainersbox.net/store/p121/50_Tips_on_Excellent_Communication_for_Life_Presentation_Kit.html)
* Ability to build relationships with internal and external partners
* Ability to use MS office applications – PowerPoint, Word, Excel & Outlook
* High attention to detail
* Well developed coaching skills
* Excellent [organization skills](https://www.trainersbox.net/store/p117/50_Surefire_Tools_to_Get_Work_Done_on_Time_Presentation_kit.html) - able to prioritize
* Flexible and adaptable approach

[See Management Templates which can be useful for Regional Training Managers - Click here.](https://www.trainersbox.net/store/p135/Project_Management_Templates_Bundle.html)

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