

## Role profile – Trainer (Practitioner Development/Training Team) - UK

### Description of role and context

Job title	Trainer (Practitioner Development/Training Team) - UK		
Department/team	Practitioner Development/Training	Function	Professional Services
Line manager	Training Practice Manager - UK		

### Role purpose

The Practitioner Development/Training Team is a core team within The Myers Briggs Company Limited, offering training and development expertise in Business Psychology to our clients. The Myers-Briggs Company trains its customers in a wide range of well-known personality instruments (including MBTI and FIRO) and delivers training in the real-world application of the instruments and related skills to meet the different business challenges faced by our customers in their workplaces.

The purpose of this role is to directly support the ongoing delivery and development of our training programmes. In particular, the role is expected to run several of our training courses competently and effectively, as well as support the review and design of new courses, products and services, as required.

The role will also provide skills observations on courses where required and provide support to our clients in responding to appropriate technical queries from practitioners once trained. The extent of work on the latter services (desk support for client queries and observations) is expected to decrease as the ability to deliver a portfolio of training courses increases.

With experience, the role has the potential to develop into a Trainer Consultant role, when the person would become a role model in the team and would manage courses and act as the SME project lead on internal product development projects and commence working across the consultancy service line, working with non-practitioners and more diverse bespoke assignments.

The training team sits within our Professional Service function which is home to the client facing delivery teams for the business. This presents an opportunity and expectation that individuals will develop and grow their skill sets across the range of Occupational Psychology skills to gain Chartered Occupational Psychologist accreditation.

### How this role fits into the business

In addition to delivering our training offerings, the Trainer will be based in our Oxford office to be able to work closely with the Trainers, Operations and Consultancy teams to ensure the smooth running of the Training Practice and support the smooth operation of the wider Professional Services function.

## Key responsibilities

### 1. Training

- Deliver a portfolio of training courses, with a target to be able to take on a full delivery quota by the end of six months in role (55%) with average client feedback at 60% or higher.
- Deliver training up to a level of 55% chargeable days on courses. Within this target, there may be a small amount of consultancy delivery, relevant to the courses and products trained. (This target may be varied, to consider other priorities e.g. specific training design projects)
- Non-delivery work is expected to take place in our Oxford office, to maintain an office presence for the, facilitate communication across teams and provide a responsive service to customer queries.
- Work closely with colleagues in Training, Operations and Sales to ensure smooth delivery of client courses to meet their expectations.
- The course delivery may be at our existing venues around the UK or 'inhouse' offerings to a specific company based in the UK or abroad. The ability to be away for multiple overnight stays and travel abroad are therefore key aspects of this role.
- Work with the sales team to ensure you are fully briefed on any client specific client needs (reasons for attending/booking) and take steps during the workshop to ensure each delegate is clear and supported on how to apply their learning to their specific need.
- Capture any follow up support/sales opportunities with clients at the end of the programme and log these on the CRM system (Salesforce) to allocate a follow up task to the sales team as required.
- Identify and escalate to the Training Practice Manager any practices which either impede the quality of the client experience, the costs and profitability of the programmes or avoidable environmental impacts.

### 2. Course Development

- Work with colleagues to ensure existing courses are developed to incorporate new technology, new tests, and take account of trainer and participant feedback, where this is needed
- We provide a flexible service to our clients, so there will be occasions when trainers will be required to deliver the training programmes using different formats (e.g. use of webinars, design of self-directed learning etc) and group sizes to accommodate specific client needs agreed at contracting stage.

### 3. Practitioner support and internal projects

- When training delivery responsibilities permit, support the training team to respond to practitioner queries post certification and refer as appropriate to colleagues in sales.
- Respond accurately, efficiently and professionally to the requests of internal and external customers, where the knowledge of a psychologist is required
- Participate in activities and meetings of the team, and take on special projects to support the development of our business (such as researching potential new areas of business, undertaking competitive comparisons, etc)

#### 4. Practice Management

- Provide product training and familiarisation for our staff either in person or through the virtual onboarding programme.
- Provide feedback to our sales staff on our products to provide expert insight
- Contribute to internal projects (e.g. marketing activities, writing articles, R&D projects) as required
- Attend regular training team meetings and participates in creating a positive professional Training team environment, demonstrating our values of BEST in a 'can do' attitude to this important work.

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

## Person specification

### Knowledge

#### Essential:

1. Good working knowledge of psychometrics through study and work experience

#### Desirable:

2. Relevant knowledge of The Myers-Briggs Company instruments
3. Good understanding of the Training Cycle

### Experience

#### Essential:

1. Experience facilitating groups and presenting information
2. Training experience
3. Significant experience in a commercial environment, ideally in an external customer-facing role delivering a service

#### Desirable:

4. Experience of designing training courses/ consultancy solutions
5. Experience with designing/delivering blended and/or virtual technology enabled learning solutions

### Job specific skills

#### Essential:

1. Delivery/presentation skills
2. Strong IT skills (PowerPoint, Outlook, Word)
3. Confident and engaging manner

#### Desirable:

4. Experience of providing feedback

### Qualifications / training

#### Essential:

1. MSc Occupational Psychology
2. Psychometric testing qualifications
3. Working toward Chartership or eligible to work towards chartership

#### Desirable:

4. Test User: Occupational, Ability and Personality qualified (formerly Level A and B)
5. Qualified in The Myers-Briggs Company Psychometrics (e.g. MBTI, 16PF, FIRO B)
6. Formal training qualification

### Special requirements

1. Full clean UK Driving Licence. Regular travel and overnight stays away from home in the UK and abroad is required of the role.

## Person specification continued

### Behavioural competencies

This section highlights the behaviours from the competency framework that are **top priority** for this role. This does not mean that the others are not relevant, rather that those in bold are the behaviours that are **most critical to success**. Performance against these essential behaviours will be assessed in selection and considered within the performance appraisal process when evaluating the way an individual has approached their objectives.

Competency	Level	Competency	Level
Client focus	2	Commercial focus	2
Innovation and initiative	2	Integrity	3
Interpersonal effectiveness	2	Passion, commitment and drive	2
Planning and organisation	1	Problem solving and judgement	2
Resilience and flexibility	2	Team working	2
Written communication	2	Technology orientation	1

## Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position are as follows:

### Salary

Commensurate with experience

### Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum
- Group personal pension scheme where The Myers-Briggs Company matches individual contributions between 4% and 5% (eligible to join after three months)
- Free individual private healthcare and dental cover
- Life assurance, paying four times salary
- Group income protection scheme
- Employee Assistance Programme
- Parking available on site

### Notice period

The contractual notice period for staff in the above post is one month on either side during the first 12 months, increasing to two months thereafter.

### Probationary period

3 months

### Hours of work

Hours of work: 37½ hours per week. The role will require travel outside of normal working hours as required by work assignments.

### Location

Based full time in Oxford office with travel required to venues or client offices in UK or abroad.

Date role profile updated: 16/12/19