

Job Description

Company Values	Delight Principles
Dedicated	To excellence in customer service
Enthusiastic	Have passion for everything that we do
Likeable	Friendly and fun
Improving	Always seeking to enhance the quality of everything we do
Giving	Generous and warm hearted
Hungry	For success
Teamwork	Communicate at all times

Job Title: Quality & Training Co-ordinator

Department: Central Services

Reporting to: HR & Quality Manager

Job Purpose: Provide support to the HR & Quality Manager with overseeing the company's Business Management System (BMS) and Quality Assurance. You will be responsible for providing ongoing training to all departments and assisting departmental managers in implementing training plans. You will also support the HR & Quality Manager with HR admin tasks such as logging absences, organising company updates and providing support with facilities management.

Key Accountabilities / Activities / Duties

- Maintaining of current BMS & introduce further development as needed
- Carry out high level internal audits across all departments
- Determine training needs and requirements for departments by meeting with managers, talking with employees, or administering surveys
- Deliver operational training to new employees and re-training to individual and groups of employees as needed
- Review existing training materials to determine relevance and update as needed
- Oversee training programmes and manuals to ensure they are effective and up-to-date, amend as needed
- Work with the HR & Quality Manager to maintain all ISO and Investors in People accreditations and transitional changes
- Provide support to the HR & Quality Manager in the management of the offices and business premises' facilities

Desired Skills

- Clear communication skills both verbal and written
- Organisation and planning
- Effective time management
- Ability to work flexibly
- Strong attention to detail
- Experience in classroom style training

Personal Qualities:

- Positive, 'can do' attitude
- Confidential
- Discretion
- Professionalism

Qualifications Required:

- Educated to degree level or equivalent (desired)

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To demonstrate a working knowledge of fire prevention and to follow the companies evacuation plan on hearing the alarm
- To be security conscious with respect to /staff/ property/welfare and to report suspicious circumstances to your Manager

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application
- To maintain a high standard of personal hygiene and grooming at all times
- To co-operate and communicate with colleagues, and Management to ensure effective department teamwork and high morale
- To attend any meetings, training sessions or courses that may be beneficial to you and your department
- To follow any procedures set up for energy conservation

Hours of work

40 hours over 5 days. A degree of flexibility will be required.

Salary

Upon application

Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

Person specification & Skills required

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths 	<ul style="list-style-type: none"> • Degree level
Attainments/competencies	<ul style="list-style-type: none"> • Written & verbal communicator at all levels • Attention to detail • Interpersonal communication • Computer literate 	<ul style="list-style-type: none"> • Motivational skills
Previous experience	<ul style="list-style-type: none"> • Proven experience in classroom style training • Working in a thriving, fast paced office environment • Develop and maintain professional and positive working relationships 	<ul style="list-style-type: none"> • Two years' experience in a similar role • Effective time manager • Adaptable to changing environment • Working in the travel & tourism industry
Experience required	<ul style="list-style-type: none"> • Ability to work on own initiative and to tight timescales where necessary • Excellent communicating skills • Ability to follow and adhere to company policy and practices 	<ul style="list-style-type: none"> • Experience with problem solving and customer complaints • Knowledge of CRM systems • Production of reports
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<ul style="list-style-type: none"> • Enthusiastic self-starter, ability to work on own initiative • Willingness to learn • Well organised / planning • Positive attitude • Confident presentation skills 	