

## Training and Consultancy Manager

### Job Description

Job Title:	Training and Consultancy Manager
Reporting to:	Operations Manager
Location:	UK & Overseas
Working Hours:	08.45 – 17.15
Annual Leave:	25 days per year (pro rata) plus 8 UK bank holidays (pro rata)
Car Allowance:	Yes
Overtime:	No
Benefits Available:	Pension / Health Care / Bonus Scheme

### About WCBS

WCBS is the leading supplier of information management systems, with a portfolio of solutions for independent and international schools across Admissions, Administration, Finance, Academic and Alumni. These solutions enable the end user to access, organise, manage and share information quickly and accurately. This improves efficiencies and frees up time, which can then be used for establishing more efficient and cost-effective practices, concentrating on teaching and learning, and developing plans for success based on accurate data.

For 35 years WCBS has been a trusted partner of choice for many schools across the UK and worldwide.

### Key Objectives

- To transform and develop training delivery to meet the digital needs of our customers globally
- To contribute to the achievements of the Company's revenue and customer service via involvement in the training WCBS systems operate
- To lead, manage and be a part of the training consultant team covering UK and overseas schools.

### Key Responsibilities

- Line management of training consultants, including setting objectives and delivering appraisals
- Design, creation, development and delivery of training workshops, seminars, webinars and onsite courses
- Develop and deliver product focused training courses for internal staff
- Consultancy on system use (best practices) to schools and colleagues
- Deliver on-site and on-line training to users in schools at regional locations across the UK and overseas
- Monitoring and assistance with the delivery of implementation plans; working with the customer and the implementations team
- Demonstrations of software to existing and prospective customers
- PR visits to existing customers
- Maintain customer and personal records on Sugar CRM
- Using Sugar CRM to create monthly reports on your team's training and revenue statistics.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the Company.

### Key Person Requirements

- Good personal organisation and time management skills
- Experience in delivering digital learning
- Ability to work on own initiative with minimal direct management
- Ability to manage a team
- Team player who can work closely and interact with other teams
- Ability to understand requirements of a close-knit specialist / niche market and the need for a long-term relationship within such a market
- A clean full UK driving licence.