

Job description

Role title	Training & Development Leader (ASC)
Reporting to	Customer Service Manager (ASC)
Role duration	Permanent

Purpose of the role

Responsibilities

- The role is focused on and around the training and development off all Customer Service Centre staff
- Providing clear and innovative initial and advanced training for new and existing staff who support the delivery of the Customer Service Centre day-to-day activity
- Supporting the Customer Service Leadership team who own the customer journey, providing Customer Service Excellence to all Asterol clients

Key accountabilities

- Working closely with the Customer Service Centre Manager to develop and influence continuous improvement strategies and techniques
- Identifying and assessing current and future training requirements of all Customer Service Centre staff in line with business strategy and objectives
- Developing overall and individual training and development plans
- Enhancing staff skills, performance, productivity and quality of work
- Supporting the development and implementation of a wide variety of training methods
- Monitoring and evaluating implemented training programmes
- Resolving any specific problems and tailoring programmes and solutions where necessary
- Maintaining a keen understanding of training trends, developments and best practices
- To support the daily coordination of all tasks related to the service and daily provision of the Customer Service Centre
- Providing specialised and expert support to the delivery of all services for Asterol customers
- Support the monthly performance reporting processes of the Service Centre and wider Operations Team where required
- Maintaining key relationships with contractual site Service Managers to ensure customer needs and requirements have been understood and providing feedback on improvement

- Inspire a customer centric working environment, ensuring the preservation of the Customer Service Centres professional and value added image for all customer contracts
- Support the implementation and maintenance of departmental processes, procedures and systems that ensure the effective delivery of all services.
- To provide cover and support to the Customer Service Centre Manager as and when required
- To demonstrate leadership by example and conduct yourself appropriately within Asterol standards, visions and values

Capability profile

Skills	Essential	Desirable
Excellent telephone skills and ability to communicate effectively when dealing with internal and external clients of all levels	√	
Intermediate IT skills to include Excel, Word and Outlook	√	
Must be self motivated with a flexible can do attitude and ability to work under pressure	√	
Attention to detail	√	
Good timekeeping	√	
Must be able to identify and implement change	√	
Good delegation skills	√	
Good inter-personal skills, must be able to work as part of a team as well as individually	√	

Experience	Essential	Desirable
Experience in a call centre environment and working to meet SLAs	√	
Come from a asset management background		√
An understanding of medical equipment		√

Languages	Essential	Desirable
English	√	

Mobility requirements

Role location	Theale Head office
UK travel	None

Other

CRB disclosure	Yes	No
CRB disclosure required?"	√	

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