

# Job Specification: Software Trainer



Pellcomp Software Ltd is a market-leading, established provider of Learner Management Systems to the UK skills and employability sectors. The company has recently undergone significant change, with a complete rewrite of the product as a web-based system and a new SaaS pricing structure. We have also introduced new flexitime and home working practices in the wake of COVID. Now is an exciting time to join our highly successful team.

## About the Role

As a member of our training team, you will be responsible for delivering engaging and effective training to both new and existing customers, online and face-to-face. The ideal applicant will be flexible, enthusiastic, and cooperative. You will be a responsible and reliable professional with a consultative approach. You will have experience of delivering training, both remotely and face-to-face, and ideally have experience of working for an ESFA-funded independent training provider. The role will have a starting salary in the region of £25k.

## Responsibilities

- Provide a high level of customer service and support to our base of 500 customers during online meetings/webinars and occasional onsite visits, as well as via phone calls and emails
- Engage with customers to understand their business processes in order to deliver customised training and manage software implementation
- Plan, prepare and deliver engaging online training and training webinars to our customers using our GoToMeeting/Got Webinar platforms
- Plan, prepare and deliver effective internal customer service and software training, then collect and analyse feedback to ensure that the training met the requirements of the team
- Assist with the creation, review and updating of training materials such as training guides and online courses
- Maintain personal IT skills and up-to-date knowledge of both our software and the industry in which we operate

## Candidate requirements

- Experience of training in one-to-one and group environments
- Experience of both face-to-face and online training is preferred
- Experience in developing training materials in a professional style
- Experience in the IT/software industry would be preferred but is not essential
- Highly computer literate

- Confident to learn software as required
- Excellent communication and presentation skills
- Experience of using Learner Management Systems or experience of working for an independent training provider would be highly advantageous

## Location

This role is open either to candidates who may wish to commute to our flexi-working office in Norwich or those who are home based within England. All candidates must be willing to travel to Norwich or the Northwest for occasional team meetings.

## Applications

Candidates wishing to be considered for interview should forward their C.V to

[mark@pellcomp.co.uk](mailto:mark@pellcomp.co.uk)