Job Description

**1. Contractual Arrangements**

**Job title:** Retail IT Systems Trainer

##### Last revision date: May 2015

**Department:** Retail IT Training Department

**Location:** Field based

**Weekly working hours:** Full time as per contractual arrangement

**Contract type:**  Full time as per contractual arrangement

**Responsible to:** Retail IT Training Manager

**2. Job Purpose:**

To ensure our stores and colleagues have the knowledge and capabilities to gain the maximum benefits from our Retail Systems. Position covers both new and existing stores across all elements of AF Blakemore businesses.

**3. Key Tasks / Responsibilities:**

**1. TO PROVIDE TRAINING & SUPPORT TO ALL NEW SCANNING STORES AND MANAGERS**

* 1. To co-ordinate and implement the SPARPoS installation for new SPARPoS scanning stores.
	2. To provide pre/post and go live support for all new SparPOS scanning stores.

1.2 Individual training plans established and implemented for all new scanning stores.

1.3 Individual training plans established and implemented for other Company personnel when required.

1.4 Creation and ongoing maintenance of store/individual training records.

**2. TO PROVIDE ONGOING SUPPORT TO ALL STORES AND COLLEAGUES**

2.1 To attend specific store manager meetings as and when required.

2.2 All store visits to be structured and planned with clear objectives.

2.3 To collate and maintain various scanning information for each store.

2.4 To assist the Helpdesk with any support required as and when.

2.5 To assist all other colleagues (BDAs/Area Managers etc) with information relating to SPARPoS.

**3. ROLLOUT & TRAINING OF NEW SOFTWARE RELEASES**

3.1 To train and support new software releases into the nominated trial sites.

3.2 To monitor and co-ordinate feedback from trials, and report back to the Retail I.T Development Manager.

3.3 To aid the training of all other members of the Department before projects are launched.

3.4 To help plan, co-ordinate and implement the rollout to all stores within an agreed timescale.

3.5 Follow up support to be provided when required.

**4. PLANNING AND DELIVERY OF OFF-SITE TRAINING COURSES**

4.1 To help design and maintain an ongoing training programme for all modules on the Retail System.

4.2 To run/assist in delivering training courses on all areas of the Retail System.

4.3 To produce/help produce training documentation to accompany all courses.

4.4 To document the performance of all trainees.

**4. Generic Responsibilities**

* Ensure compliance with “The Blakemore Way” and appropriate levels of the competency framework
* Deliver and/or attend and participate in meetings and conferences as required
* Deliver and /or attend and participate in required learning and development activities
* Maintain employee and organisational confidentiality in line with the Data Protection Act
* Demonstrate commitment to equality and diversity
* Requirement to stay away when the needed arrises.

**5. Financial Responsibilities:**

* Adherence to budget controls within the agreed framework
* Ensuring adherence to cash and stock control policies

**6. Other:**

This job description describes the main responsibilities of the post holder. As circumstances change, they may be amended to reflect new requirements of the post but levels of responsibility and the nature of duties will remain consistent. The post holder will be fully consulted on any significant changes.

The job description is not intended to cover in detail all the tasks required of the post. The post-holder will be required to carry out other associated duties necessary to provide an effective service and deliver the key areas of responsibility. These duties will not be unreasonable and will be appropriate to this level of post.

**Signature of post holder:**

**Name of post holder:**

**Date:**

**Person Specification**

**1. Job Title:** Retail IT Systems Trainer

**2. Last Revision Date:** May 2015

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| **3. Education / Qualifications / Licences** |
| Essential | **Desirable** | **Measured By** |
| * Good standard of numeracy and literacy

  | * NVQ level 2-3 in management (or equivalent)

  | Application form / original documentation |
| **4. Skills / Abilities / Knowledge / Experience** |
| Essential | **Desirable** | **Measured By** |
| * Ability to manage own time and work accurately to deadlines
* Ability to understand and provide practical IT instruction for non-IT specialists
* Ability to understand business data / reports and financial information, work proactively to maximise profitability
* Ability to generate and deliver ideas for driving the business and its team forward
* Full driving license
 | * Previous experience in a IT installation / Training Role
* Experience in a customer facing role.
* Personality to communicate to a wide variety of people at differing levels.
* Enthusiasm for learning.

  | Aptitude testApplication form / competency based interview |
| **5. Behaviour / Attitude** |
| Essential | **Desirable** | **Measured By** |
| * The desire and skill to interact with colleagues, customers and visitors in line with the company values
 |   | Competency based interview |

**6. Core Competency Framework**

 Foundation leadership

**7. Other:**

This person specification describes the main requirements of the post holder. As circumstances change, they may be amended to reflect new requirements of the post but levels of responsibility and the nature of duties will remain consistent. The post holder will be fully consulted on any significant changes.

**Signature of post holder:**

**Name of post holder:**

**Date:**