

## Who Are We?

We are a growing insurance business and excellent customer insight and experience needs to be at the heart of everything we do. Customers today have high expectations; their experience of using Complete Cover Group should not be second rate. We aim to meet customer needs by giving consistent information, advice and support at their convenience. Our customer model is built on the following principles:

- A service that offers insurance to suit customer needs
- Consistent and high-quality contact centre management
- A service driven by customer insight and demand analysis
- A service that is delivered through efficient delivery channels

With significant opportunities available for CCG to grow revenues and profitability over the medium to long term, this is an exciting time to be part of the journey.

## Training & Competence Officer- Sunbury on Thames

37.5 Hours per week – Mon-Fri Permanent

**Reports to:** Group Head of HR

### Overview of role:

### In a nutshell....

The Training and Competence officer will provide a comprehensive and effective service to business operations that ensures employees have the skills, knowledge and expertise to perform their role at the required level of competence. The candidate will proactively partner with the business to ensure that pragmatic and commercial solutions are implemented. Through the performance of the role ensure that all legal and regulatory training and competence requirements are implemented and maintained across the business.

A typical day would involve working regularly with all business areas, in particular Operations, ensuring all staff are onboarded appropriately and further developed to succeed within their roles. Routinely assist in identifying and responding to training needs through creating, maintaining and delivering appropriate training solutions that continue to grow our business.

### Duties and responsibilities:

- In line with the company's Mission, vision and values, you will act as an ambassador of the company's core values, and ensure that the business approach has all employees, customers and partners at the heart of everything that we do.
- Liaison with the relevant business area, understand the competencies required for each role.
- Assist with the development and delivery of an annual training and competency plan.

- Develop training modules to ensure appropriate transfer of learning takes place and is assessed to determine the competency level achieved, where necessary identifying any appropriate additional support that is required.
- Deliver training modules to employees within the Group in respect of regulatory compliance; systems (of which there are two); creating experts; product knowledge. (this is not an exhaustive list)
- Make sure that all training and competence records are maintained up to date.
- Provide input to ensure that operational policies and procedures for both reference and training purposes evolve to support the company values.
- Ensure that all training and competence documentation is reviewed and updated on a regular basis to ensure legal and regulatory compliance and adherence to current best practice.
- To provide MI in respect of completed and planned modules on a monthly and quarterly basis. Ensure that all information provided is accurate and meaningful, and that this information is provided in a timely manner to ensure adherence to clearly defined deadlines.
- Support employees understanding of data protection requirements within their role.
- Champion 'good practice' of data protection duties and responsibilities as defined by the business and current regulations in relation to GDPR.

### **Essential Skills and Experience:**

- A training qualification would be advantageous
- Experience of training delivery in a customer facing environment
- Experience of training needs analysis and training measurement
- Knowledge of various learning solutions
- Strong excel skills
- Strong PowerPoint skills
- Working knowledge of CDL and OGI (our systems)
- Self-motivated and resilient with the ability to operate independently where required
- Excellent communication skills, both written and oral and the ability to liaise with colleagues at all levels
- Proven track record in the achievement of objectives, deliverables and meeting deadlines
- Well organised, realistic and reliable

### **Person Specification:**

- Resilient personality and confident communicator
- Ability to work under pressure in a fast-moving performance driven environment
- Ability to influence
- Ability to juggle multiple tasks, prioritising your workload accordingly
- Have excellent communication skills, both written and verbal
- Team player with ability to flex requirements to meet the needs of the business
- Tact and discretion - the ability to work within the boundaries of confidentiality

### **Strings to your bow...**

- Confident working as a Trainer
- Can demonstrate achievements to date
- Working towards training qualifications

### **Key internal relationships:**

It would be expected that the above role would interact closely with the HR team and management.

**Salary dependant on experience**  
**20 days holiday**  
**Discount offers on many well-known brands**