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| **Job title:** Employer Services & Training Executive(Maternity Cover) |
| **Reports to:**Head of Automotive Industry Partnerships, Health & Wellbeing | **Reporting to job holder:** N/A |
| **Overall purpose:**To be a workplace subject matter expert responsible for the delivery of Ben’s health and wellbeing training offerings (through BenTraining) for individuals and employers.* To be a health and wellbeing SME
* To manage and ensure the smooth operation of BenTraining products and services
* To manage the day to day running of Salesforce
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| **Roles and Responsibilities:** **Operational** The Employer Services & Training Executivewill: * Manage day to day BenTraining communications and enquiries
* Manage the scheduling of BenTraining bookings including allocation of trainers
* Deliver pre-training calls / meetings with both the employer and trainer to ensure all logistics are in place and any additional information is provided to both parties (as applicable)
* Be available / ensure someone is available for any issues whilst training is being delivered
* Deliver post training calls / meeting with both the employer and trainer to ensure feedback is generated from both parties
* Ensure post training feedback is sent to employers to distribute to their employees or sent directly to participants after each training session has taken place
* Manage associate trainers including the recruitment (including due diligence checks), induction, retention, and quality assurance of their delivery (including upskilling and refreshing of old and new training products as well as delivering observations and feedback)
* To act as a workplace health and wellbeing subject matter expert within the organisation, to stay abreast of evidence based theory and practice and build a stock of health and wellbeing content which can be drawn upon for multi-purpose (including website, email sign up, awareness campaigns, thought leaderships, etc.)

**Strategic** The Employer Services & Training Executivewill: * Work collaboratively across all health and wellbeing functions including operational services, marketing and fundraising (Inc. partnership development)
* Attend monthly operational meetings with all key internal stakeholders and report on previous months activities and upcoming pipeline of activity
* Work with external partners and stakeholders to build relationships and ensure their training programmes are running smoothly

**Finance & Budget (as applicable)**The Employer Services & Training Executivewill: * Raise sales invoices for products and services and monitor payment
* Manage purchase order system to process and pay invoices

**Additional**There may be times when the Employer Services & Training Executivewill be required to support with additional duties and / or projects. This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary. |
| **PRIDE values**To embody and deliver the role of Employer Services & Training Executive in line with our values:**Passionate****Respectful****Inclusive****Driven****Empowered** |
| **Experience required:*** A current knowledge of workplace health and well-being best practice
* Proven experience of effective planning and decision making
* Event and or training management and customer experience
* Working independently and part of a wider team
* Managing teams to deadlines
* Consulting with external partners (employers)
 | **Skills required:*** Ability to communicate effectively at all levels across multiple stakeholders
* Ability to motivate and manage a customer facing team
* Good organisational and time management skills
* Ability to develop and streamline processes for efficiency and effectiveness
* Ability to manage conflicting priorities and deliver to deadlines
* Ability to problem solve and take a solution focused approach
* Project management
* Positive attitude with a willingness to learn
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| **Other significant role requirements:** * Demonstrate the Core Behaviours for the role
* Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery
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| **Date updated: 04/07/2022** |