

Cortech Developments

Job Title: Learning and Development Trainer

Department: Learning and Development

Location: Brook House Farm, Withers Lane, Knutsford, Cheshire WA16 0SG

Reporting To: Learning and Development Manager

Introduction

Established in 1992, Cortech Developments is a successful UK based company who specialise in software integration solutions for smarter building, fire and security systems. We have a proven track record in delivering software development and integrated system solutions throughout the UK & globally for high security environments and critical infrastructure, enabling organisations to reduce operational costs and enhance operational efficiency.

Our core product is the Datalog Security Management System, a modular based software suite that has been developed as a single or multi user Graphical User Interface providing local and remote site monitoring and control for a single site or for multiple sites. It is available in many language translations and can be utilised in a range of applications using TCP/IP network technology. Our solutions are deployed in some 27 countries around the globe in key sectors such as Government, Military, Prisons, Police, Custodial, Utilities, Transport, Healthcare, Education and many more besides.

New Position

Cortech are investing to provide continued excellence in learning and development delivery in support of our Technical Partner Programme. To achieve this, we will be appointing a new dedicated Learning and Development Trainer to work in a responsive and proficient manner aligned to our strategic goals. Whilst working in this capacity the candidate will gain an intimate and complete understanding of our customers' training needs.

Opportunity – Learning and Development Trainer

This is an excellent opportunity for an exceptional individual to join a recognised industry leader at an exciting time, within our learning and development team.

Typical Career Routes

The candidate will ideally already be working in a similar role within integrated security systems or the software industry and be able to display a proven track record of achievement within the security industry in general. The candidate will be looking to move on to the next step of their career ladder.

Essential Knowledge and Skills

The candidate must display a talent with technology solutions, be self-motivated and passionate about learning and knowledge development. They must be able to display agility in anticipating the changing needs of our technical partners. They should be outgoing, friendly and exceptional at building rapport.

A general understanding of CCTV, Access Control, Intruder, Perimeter Fence & Fire Detection Systems is required.

Excellent communication, presentation and listening skills are essential. The candidate should be able to process a wide range of information and communicate in a methodical manner to their audience.

Duties & Responsibility

This is an office-based role. You will be trained extensively over a 12 month's period so you can effectively deploy the main duties of the learning and development trainer;

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Deliver technical product training to Cortech Developments Technical Partners, Sales and Support Departments. The Trainer will report directly to the Learning and Development Manager and will work closely with research and development, support and sales. The trainer will also develop training materials, maintain PC hardware and software and all 3rd party manufacturer equipment.

- Be part of a leading team for all technical product learning and development needs and programs in the organisation.
- Work with the Learning and Development manager to Deliver technical partner training programmes.
- Become an expert on the products.
- Enrol and invite delegates onto courses.
- Update delegate training records on company Customer Relationship Management (CRM) system.
- Act as a content expert and maintain relevant learning and development documents and materials.
- Deliver product learning and development, in an 'easy to understand' engaging style, that is sufficiently technical and delegate focused.
- Assist Learning and Development Manager with the development of modules to ensure they are current, coordinated with new product releases and updated continuously to reflect key competitive differentiators.
- Ensure that technical learning and development is delivered in alignment with the approved partnership agreement.
- Maintain all learning and development room facilities and 3rd party equipment in a ready state for training delivery.
- Consistently demonstrate company cultural and brand values.
- Comply with all company policies.
- Consistently display a positive attitude and proven ability to deliver repeated excellence.
- Display a passion to inspire and share your knowledge with delegates through learning and development facilitation.

The Successful Candidate will ideally:

- Have technical product training or related experience
- Have at least two years relevant industry experience
- Be highly motivated and motivational
- Be an energetic and passionate team player
- Have good knowledge of PC's, the Internet, OSI model and networking technologies
- Have excellent presentation and interpersonal skills
- Promote a positive attitude with plenty of initiative and enthusiasm
- Have an agility to adapt the training to the audience's knowledge level
- Be proficient in MS Office, Teamviewer, MS PowerPoint and the use of CRM systems
- Be comfortable in accepting constructive feedback and strive for continuous improvement
- Actively promote personal development
- Promote a professional image at all times
- Undertake other duties where necessary to maintain effective and efficient customer service
- Have experience dealing with partnership organisations in a professional capacity
- Be willing to embrace innovative thinking and change
- Utilise individual skills to feel empowered and empower delegates

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Requirements

Due to the nature of our business, we will require the successful candidate to provide:

- Disclosure Scotland Certificate

Benefits

- Salary: Industry competitive depending on experience (TBC)
- We operate a contributory pension scheme, which you will be auto enrolled into (subject to the conditions of the scheme)
- 24 days holiday per calendar year
- Flexible working
 - 07:45am to 16:00pm Monday to Friday
 - 08:45am to 17:00pm Monday to Friday
- On-site parking
- Private medical insurance

