

POSITION DESCRIPTION

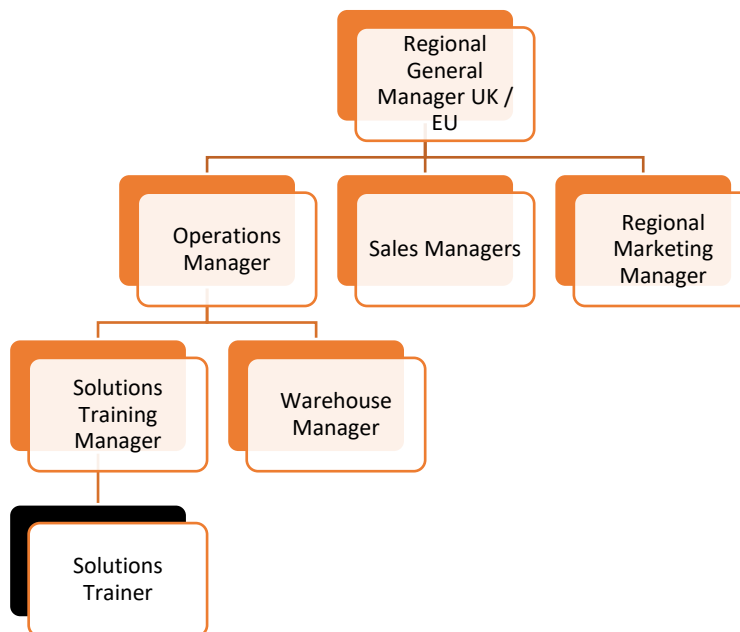
Position Title: Solutions Trainer	Direct Manager: Operations Manager UK	
Budget Responsibility: Nil	Direct Reports: 0	Indirect Reports: 0

WHAT YOU'RE HERE TO ACHIEVE

The Gallagher Security training team is tasked with the creation, management and delivery of Access, Perimeter & High Security training solutions for the Gallagher Security business globally. The audience is predominantly our Channel Partner/installer network though does include End-Users, Consultants and employees. Delivery has a primary technical focus.

The training team represents a significant touch point in-market for the Security Business and has a powerful impact on brand recognition. The Solutions Trainer plays a key part in the growth and sales strategies.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Security Team Group Support Functions & Executives	Channel Partner Integrators End-Users Consultants

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
<p>Training Strategy & Planning <i>Provide input to the global training strategy</i></p>	<ul style="list-style-type: none"> • Positively contribute to the development of the global training strategy, aligned with global and regional sales strategy, objectives, and activities • Provide market feedback and insights to help inform strategic direction • Be aware of market and industry trends as they relate to training, and share that knowledge when appropriate • Adapt the training strategy to account for UK & European culture and geographic challenges • Plan strategically to ensure maximum return on time and investment • Adjust work activities and priorities in response to changes to business strategy • Apply a commercial focus to training activities and efforts • Develop, track and analyse performance measures (KPIs) for key partners to drive an uplift in numbers of trained Technicians
<p>Training Delivery <i>Deliver training to Channel Partners and End Users throughout the region</i></p>	<ul style="list-style-type: none"> • Deliver technical information in a thorough and clear manner so that all training delivered is effective, and the consistent Gallagher message is received by all customers. • Utilise strong people skills and the ability to interact and engage with a wide variety of people to achieve great outcomes • Apply a solid understanding of best practice adult learner techniques to drive effective outcomes in engagement and retention of information • Utilise a dynamic and engaging delivery approach to training and an appreciation that to motivate requires motivation • Leave trainees with a strong impression that Gallagher solutions are the 'go to' solutions for them and their customers.
<p>Training Content <i>Contribute to the ongoing development and improvement of content and material</i></p>	<ul style="list-style-type: none"> • Assist with scoping, formalizing and developing training material and ensure it is up-to-date, effective and relevant to the needs of the customer. • Keep up-to-date with product development and integrate changes into the training material and deliverables. • Liaise with Learning Platforms team to provide input into the ongoing development and improvement of training content
<p>Projects</p>	<ul style="list-style-type: none"> • Support projects such as development of new courses, materials, deliverables, strategies and kits plus work in other areas occasionally.
<p>Team Building & Performance <i>Contribute to creating positive team dynamics through open communication,</i></p>	<ul style="list-style-type: none"> • Work effectively within the Gallagher Security Team in a shared work environment • Assist all Gallagher team members to maximise group delivery • Focus on Continuous improvement and making current processes better

<i>collaboration, and a supportive attitude to achieve shared goals</i>	<ul style="list-style-type: none"> • Be prepared to share your knowledge and experience and receive advice and feedback from others • Demonstrate the ability to work independently and as a member of a team
Travel <i>Domestically and internationally</i>	<ul style="list-style-type: none"> • The role requires travel throughout the UK and Internationally, particularly to our Customers based throughout Europe • Classroom Training is predominantly based from our Warwick Office so location must be commutable to the office.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience:

- Gallagher Security product experience
- Adult teaching/Training experience
- Electrical experience - (power, earthing, resistors, wiring, installation of locks)
- Technical writing/ Documentation experience
- Presentation experience

Skills / Competencies:

- Gallagher Product Knowledge - Access & Perimeter
- Security Industry knowledge
- IT Knowledge including networking, TCP-IP addressing, Operating Systems and SQL Server
- Effective written and verbal communication skills
- Professionalism
- Integrity and Initiative
- Determination (training delivery is repetitive)
- Tenacity and Reliability

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

