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| Role | Customer Support Trainer |
| Manager | Head of Delivery Management |
| Team | Operations |
| Location | London, Haywards Heath or Birmingham (+ hybrid homeworking) |
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#### The Opportunity

This is an exciting opportunity for a Customer Service Trainer to make the role their own. They should be inspired by a fast-paced environment and the opportunity to enable the Customer Support department to provide a market leading service standard.

Reporting directly to Head of Customer Support you will be responsible in ensuring that Support staff receive fantastic training throughout their career at Bought By Many. We have multiple roles which whose scope and function will continue to develop. As their tasks and responsibilities increase it will be your responsibility to ensure they have all the training they need to succeed. In this role you will act as a link between Support, Management, and the People team.

#### Your Focus

* Review and develop existing onboarding material ensuring new staff begin the career at Bought By Many in the most positive manner.
* Strong ability to liaise with Subject Matter Experts to understand current operations currently in place.
* Develop training materials, being confident and comfortable working a wide range of technical solutions.
* Able to deliver training in an inclusive way, diligent of abilities and modifying approach when needed.
* Maintain training/skills matrix and ensure its completion in accordance with regulations.
* Reviewing QA results and reports identify individual and team skills gaps.
* Drive on-going quality improvements by reviewing SOP and process tools ensuring quality of service remains high, while being as efficient as possible.
* Provide documented feedback on development of individuals in performance reviews.
* Monitor and ensure Support staff have completed relevant compliance courses, including annual refresher courses.

#### What Leads to Success

Here are a few of the skills we are looking for in this position. Don’t worry if you don’t tick every box as it’s important for us to support you in your role and help you to develop along the way.

* Good understanding of creating from scratch training materials, curriculums and personal development plans.
* In-depth knowledge of contact centre SOP and regulation, comfortable delivering complex process in an accessible way.
* Strategies of ensuring those meeting performance requirements are supported to achieve desired level.
* Proven experience of delivering training in a contact centre environment.
* Experience of creating training materials & resources using different methods.
* Excellent communication and presentation skills.
* Ability to manage workload effectively and changing business demands while meeting deadlines.

#### What's Important

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#### Our Culture

Our company is fast-paced, respectful, fun-loving and (most importantly) passionate about pets and their well-being. We think big and we can only do that if we have a wonderful array of different people with different lived experiences and backgrounds, bringing their whole self to work every day. Throughout the business, you will meet people who think differently, aim for impact, and love to try new things.

#### Working Environment

Our physical offices are modern, bright and open - with plenty of treats and great facilities. We provide practical support coupled with best-In-breed kit for homeworking. Since the pandemic, we have been working remotely and as such we'll need you to have a reliable internet connection with a minimum download speed of 50 Mbps and at least 10 Mbps upload speed. If you have any questions or concerns about this, please [get in touch with us](mailto:jobs@boughtbymany.com).

#### About Us

Bought By Many is making the world a better place for pet parents. Award-winning innovative technology and exceptional customer service are at the heart of our offer: we now rank 30th on the Tech Track 100 (2020) and we won the Insurance Choice Awards (2020) for both Best Pet Insurance Provider and Innovation of the Year.

We’re proud to be driving unprecedented change in insurance and have doubled our revenues annually for the last 4 years with more ambitious growth still to come.  Our latest Series D funding round was $350m which values us at $2bn. All this was made possible by the hard work from our incredible colleagues around the world; and we’re excited to embark on the next stage in our journey.