

Job Description – Product Training Consultant

Contract Type & Hours	Type: Permanent Hours: 37.5	Location	Home Based – North England : Leeds, Harrogate, Bradford,
Reporting to	<i>Emma Connolly</i>	Level	Manager
Division	Evac+Chair International (Group)	✓	
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Role Purpose

The role purpose of the Product Training Consultant is to deliver world-class product training to ECI customers. Responsible for ensuring they are delivering engaging and informative training courses; they will instil confidence and competence in delegates in the use and operation of our products.

The Product Training Consultant will demonstrate a high level of knowledge and skill in the use of our range of products. They will have strong communication skills and be able to adapt their style to ensure delegates and engaged in the training course and gain the necessary requirements to pass the course. They will be knowledgeable about the relevant legislations that apply to our sectors and be able to communicate this in a professional and easy to understand manner.

The Product Training Consultant will adhere to our customer health and safety regulations, when visiting their sites and ensure that they are respectful and courteous when dealing with them. They will be comfortable when handling any problems/conflict and always remain professional.

Strategic Alignment

Our Strategic Goals	How you will directly contribute
Employer of choice	The Product Training Consultant will develop strong relationships with their colleagues and be an advocate for Evac+Chair International.
Business Growth	The Product Training Consultant will help deliver the business growth goal through the delivery of engaging and world class training to drive referrals and repeat business from our customers. They will support carry our site assessments to support the sales function and also identify add on sales opportunities which will benefit customers.
Effective Operations	The Product Training Consultant will deliver effective operations through having a focus on continuous improvement and ensuring the on-time delivery and a high standard of execution of ECI training courses.
Extraordinary Services	The Product Training Consultant will deliver extraordinary services through the identification of new services that ECI could offer to strengthen our portfolio. They will contribute to the creation of these new services and assist in the promotion of these services to customers.

Key Roles and Responsibilities

- Conducting engaging training sessions on customers sites.
- Demonstrating the correct usage of our products and showcasing their features, benefits and USP's,
- Delivery of informative training sessions which develop skills and confidence with delegates to enable them to operate our products to a high level.



- Delivery of correct delegate details and supply to internal team to enable training certificates to be issued.
- Work closely with the sales and marketing teams to identify potential sales opportunities and contribute to promotional strategies.

Working Relationships

Internal: Head of Training and Maintenance, Customer Experience Manager, Marketing and Customer Experience Director, Training and Maintenance Team, Customer Experience Team, Internal Sales Team and Marketing Team.

External: Customers, Partners and Resellers, National Training Manager, Product Training Consultants, Service Engineers and External Sales Team.

Measurement and Deliverables

- Delivery of industry leading training courses; measured through customer feedback.
- Ontime completion and submission of administrative tasks including sending internal T&M team delegate details on the same day as the training course has been delivered, monthly submission of expenses, mileage, and stock take information.

Core Values Integration

Our Core Values	How you will directly contribute
Innovate	The Product Training Consultant will develop innovative solutions to problems or challenges they encounter when delivering training. They will offer innovative solutions to business process and be an advocate for ECI.
Collaborate	The Product Training Consultant will collaborate with their team to develop new ways of working, suggest improvements and transfer knowledge that will benefit not on the training team, but also the wider business (especially new starters). They will deliver professional training courses through the collaboration with customers and always deliver an industry leading customer experience.
Adapt	The Product Training Consultant will have the skills and experience to be able to adapt to what is required by our customers. They will be tenacious and always strive to deliver over and above to meet the needs of our customers and the business.
Deliver	The Product Training Consultant will deliver an industry leading customer experience and ensure our customers/partners are put at the heart of what they do. They will ensure every training course is delivered with the same energy and that delegates feel fully confident in the use of ECI products.

Qualifications, Skills and Experience

Specify the required qualifications, skills and experience necessary to perform the job effectively. Consider including any certifications or credentials relevant to the role.

Key: E = Essential D = Desirable

Technical Requirements - *Specifies necessary skills and expertise for performing the role.*

E: Experience (minimum 2 years) in training and be confident in presenting. Assessment and evaluation Skills. Customer service.

D: Medical device trainer, emergency procedures, legislation.

Systems Requirements - *Outlines specific tools or software knowledge required for the job.*

E: Proficient in using Outlook and Microsoft Office applications. Expenses software.

D:



Knowledge - *Essential knowledge areas needed to fulfil the role.*

E: Experience of working in a service led business.

D: Legal and compliance standards. Health & Safety compliance & Fire Safety.

Qualifications - *Specifying qualifications ensures candidates possess necessary skills, facilitating efficient screening and recruitment processes. Also, identifies development areas for existing staff members.*

E: Train the Trainer certification. A high standard of written English.

D: Assessor certification

Experience - *Describing required experience ensures candidates have relevant expertise, enhancing job performance and minimising training needs upon joining the business.*

E: Hands on product training experience. Customer centric with a focus on putting the customer at the heart of what they do.

D: Product training with Safety equipment/Class 1 Medical Devices.



INNOVATE



COLLABORATE



ADAPT



DELIVER



EVAC+CHAIR[®]
Emergency Evacuation For Everyone

PARAid[®]
Your Patient Transfer Specialist



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