

Job Title                      Training Consultant, TAP Portfolio

Hours                              Full-time

### Job Purpose

To deliver scheduled courses within the TAP Diploma Framework, particularly those teaching digital learning skills. To facilitate tailored courses on request, maintain the quality of all training materials and support customers and events.

### Reporting

Based in our centre in Coventry, reporting to the Director of Training, you must be comfortable working as a member of a small team and willing to train offsite courses throughout the UK and internationally on request.

### Key Skills

- Deliver scheduled courses to L&D Professionals, and those supporting learning in the workplace, to a diverse audience from within the public and private sector, with focus on our Digital Skills portfolio
- Prepare and maintain a professional training environment
- Provide assessment, feedback and support for learners
- Design and develop customer-specific training solutions to TAP standards
- Update and maintain course materials for scheduled courses
- Contribute to work areas within TAP Academy
- Facilitate or host Webex sessions within e-Learning events on request
- Contribute to the ongoing quality of the TAP programme
- Research new developments to ensure we remain leaders in the field
- Provide support and guidance for other colleagues
- Support customers – past, present and future - in order to promote our TAP courses
- Support our Sales and Marketing teams in supporting our customers
- Contribute to the company marketing
- Represent The Training Foundation and QA at internal and external events

## Skills and Attitude

- World-class delivery and facilitation skills
- Experience of designing and delivering digital and virtual content
- Planning, organisational and time-management skills
- Exceptional verbal and written communication skills
- Attention to detail and commitment to quality
- Excellent social skills
- Good level of IT skills
- Ability to work on own initiative and as part of a small team
- Supportive and caring to both customers and colleagues
- Friendly and positive in all interactions
- Professional approach to all tasks