

## Groupcall Ltd

**Role:** Customer Satisfaction Manager / Trainer

**Location:** South Woodford, London E18 1HB

**Reports To:** Commercial Director

**Salary:** Competitive + Benefits

### COMPANY:

Groupcall provides communications and data extraction services to the UK education, public and private sectors. Our flagship product, Messenger, is used in more than 5,000 UK schools and our other software solutions are now being used in both the public and private sector, at home and abroad.

Founded in 2001, we write and develop our own software and now have four products in our highly innovative portfolio:

<b>Messenger:</b>	A comprehensive parental engagement system
<b>Emerge:</b>	Apps for school staff
<b>Xporter:</b>	MIS Data services, for Authorities, School groups & Partners
<b>Alert:</b>	An emergency contact system for the private and public sector

We have enjoyed considerable growth in revenues, profits and company size in recent years and are now looking to hire an experienced & professional sales person to help us achieve our ambitious expansion plans.

### KEY REQUIREMENTS:

- Proven experience as a successful software / IT trainer, to both technical and functional delegates with fantastic teaching and coaching skills
- Experience in delivering bespoke application training via telephone, 1 to 1, online, remotely, and classroom led to both our customers and internal staff.
- Comfortable with understanding new applications and good understanding of web technologies.
- Confident public speaking skills, to incorporate organising ideas logically, handling unexpected issues smoothly & interacting with the audience
- Strong written skills

### Main Accountabilities

- Developing the company's customer satisfaction and training delivery strategy, planning and implementation.
- Managing a small team with a main focus on achieving customer satisfaction.
- Working with key teams across the company to provide hands on functional testing, based on customer training experience.
- Developing accurate and clear training materials / videos and performing needs analysis to identify gaps.
- Ensuring training documents / videos are complete, current, and accurate.

### Personality

- Self-driven, results-oriented with a positive outlook, and a clear focus on high quality and business success.
- A natural forward planner who critically assesses own performance. Mature, credible, and comfortable in dealing with senior executives. Reliable, tolerant, and determined. Empathic communicator, able to see things from the other person's point of view.
- Well-presented and business-like. Sufficiently mobile and flexible to travel up to a few days a month within the UK.

### Personal Situation

- Must be mature and domestically secure. Able to spend one or two nights away per month without upsetting domestic situation.
- Able to work extended hours on occasions when required.
- Must have clean or near clean driving licence.

The successful applicant will most likely be an experienced trainer, ideally with knowledge of the UK education sector, looking for a new challenge and the freedom and responsibility that come with working in a small, but rapidly growing and highly successful company. As such, s/he will already have strong experience of most, if not all, of the responsibilities listed above.

Beyond this, the successful applicant will also be a strong fit within our company and have the ability to build and maintain relationships both internally and externally. To this end, s/he will need at all times to be:

- Highly motivated, results-oriented and have a clear focus on business growth
- Positive in outlook with a willingness to support and aid colleagues and customers
- Passionate in offering the best quality of service possible to our customers
- A natural forward planner who critically assesses their own performance
- Able to focus on the finer details, while retaining a holistic view of our products
- Credible with a professional demeanour, comfortable in dealing with people at all levels
- A team player with strong and empathetic communication skills; having the ability to see things from all people's points of view – both within the Groupcall team and when working with external parties
- Well-presented, business-like and keen to gain new experiences, responsibilities and accountabilities as the company continues its growth
- Tenacious and proactive, articulate and numerate and able to work both as part of a team and under their own initiative.

Further information about the company can be found at [www.groupcall.com](http://www.groupcall.com). For more details, or to apply, please send a CV and covering letter (to include your current / most recent salary level and expectations) to Commercial Director, Stuart Abrahams at [sabrahams@Groupcall.com](mailto:sabrahams@Groupcall.com)

Groupcall is an equal opportunities employer and is committed to ensuring that all partners, staff, job applicants, customers and suppliers are treated fairly and with respect, irrespective of their actual or assumed background including gender, sexual orientation, marital status, age, race (including colour, nationality and ethnic origin, religion/belief or disability).