

United Kingdom Jobs Expertini®

Field Trainer - United Kingdom

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Company: Subway

Location: United Kingdom

Category: business-and-financial-operations

About the Role

We have an exciting opportunity to support our TUKI Team as a Field Trainer based remotely in the UK. The Field Trainer role is intergyral in supporting SMO/MFP success within Subway, through providing operational knowledge, training, coaching and support to Franchisees and a Training store network. The Field Trainer will work closely with the Manager of the Franchise Performance team to identify, plan, and conduct training in restaurants within the market. Provide training to support the current strategic EMEA plan, company initiatives and regional needs. Bring learning, training, and professional development to all learners in the market with a hands-on approach, classroom delivery, online facilitation, self-service e-learning content, and other suitable delivery methods. Additionally, the Field Trainer will work in partnership with MFPs to ensure all training for NRO new employees is completed to the required standard and ensure the store is ready to execute operational excellence on opening.

If you feel that this is the role for you, and you are successful with your application, be ready to be **Bold Empowered Accountable**, and ready to **Have Fun** in a fast paced and agile working environment.

Responsibilities include but are not limited to:

CERTIFIED TRAINERS & TRAINING RESTAURANTS: Through the approved training store program, certify and maintain an appropriate number of local restaurants Centers of Excellence to be used for Franchisee Training and seeding out of initiative training. Visit

training restaurants and evaluate the level of operations and effectiveness of the designated store trainer. Organize monthly cascade calls as well as quarterly business review meetings for in-store trainers, to ensure alignment and ongoing professional development and calibration. Continued coaching of in-restaurant trainers to build capability. Review restaurant performance monthly, by reviewing evaluations and participant feedback and follow up with each restaurant to ensure high operational and Training standards are maintained at all times.

TRAINING CASCADE: Support and collaborate with the cascade of all core Learning and development programs and initiatives within the market to ensure that they land successfully with Franchisee's and their restaurant teams. This includes Campaign Windows & functional skills training, amongst other requirements. This cascade to be predominantly through an established Network of Certified Trainers and Certified Training Restaurants, to allow scalable deployment of initiatives throughout the region. Collect valuable feedback from the frontline teams to support continuous improvement and evolution of training strategy and resources for maximum impact.

SMO PERFORMANCE SUPPORT: Training needs are being constantly identified in partnership with MFPs in the market and a targeted approach to action for improvement taken (encompassing, utilizing the training store network). According to regional Head of Franchise Performance (HOF) and EMEA Operational priorities, field trainers to be deployed to provide hands-on coaching, support & development of restaurant teams directly and/or managed through the network of certified trainers to build capability that supports performance improvement to meet Subway outlined business KPI. Provide feedback on performance issues, communicate concerns, and escalate as appropriate to EMEA L&D team, SMO team (HOFs), Restaurant Excellence lead and key stakeholders such as the participant's supervisor/management. Monitor the effectiveness of courses by analyzing performance and feedback through surveys or other measurement tools. Assist with reporting requests.

NRO: Working in partnership with SMO/MFP execute the New Restaurant Opening program (NRO). Ensure all training for new employees is completed to the required standard and ensure the store is ready to execute operational excellence.

TRAINING OF MFPs & NEW HQ EMPLOYEES: Work with our SMO team to ensure

they have the technical skills, subject matter expertise and soft skills necessary to succeed in driving performance improvement throughout their estate. Ensure that the SMO team remains current on changes to curriculum, products, policies, and procedures and can identify and deploy relevant resources with franchisees and restaurant teams. Proactively provide feedback to L&D Team, ensuring the material is educationally sound, and addresses the needs of the audience.

CERTIFIED MANAGERS: Work in partnership with the EMEA L&D team in the deployment of Certified Manager training (and PIC training) within assigned region, to ensure that all restaurants have trained management to support the requirements of the Franchisee business in line with the Subway Strategies & Initiatives.

INTERPERSONAL RELATIONS: Provide excellent customer service to Franchisees. Managers, Field Consultants, Development Agents, Worldwide Training staff, FWH employees, in-store trainers, and others requesting training information or services. Develop strong working relationships to effect positive change and enhance the reputation of SUBWAY and the Learning and Development Department.

SELF-DEVELOPMENT: Apply designated training programs to develop new skills. Participate in all scheduled training classes, including Conference calls. Available to travel on an occasional basis to other training centers, field meetings, conventions, and/or staff meetings.

KNOWLEDGE: Provide Subject Matter Expertise when needed to the development of Learning & Development Programs. Maintain existing course content and translations as applicable including pre-requisite courses. Work with other departments to advance overall learning, goals, and offerings including increasing the number of web-based course completions in the region.

CONTINUOUS IMPROVEMENT: Proactively identify opportunities within the Field Trainer role to support technology, marketing and operations initiatives and deliver on the opportunity in the classroom or other training methods such as calls, webcasts, or through the certified trainer program.

Qualifications:

Bachelor's degree preferred in training, business, management, sales, retailing, food service,

online learning, or marketing; or 4 years equivalent combination of education, training, sales, and/or industry related experience.

2-5 years of job specific experience, preferably in the QSR environment.

Excellent time management and organizational skills, with the ability to prioritize work. Able to work independently and take the initiative to solve problems quickly and efficiently.

Strong presentation and facilitation skills, with the ability to impactfully share subject materials to larger groups, either face to face or video.

Must be able to adapt to different situations and personalities, while maintaining a degree of personal integrity.

Exhibits and role models a growth mindset. Creative and open-minded towards innovation and new ways of doing things, at pace! Comfortable to try things quickly and fail on occasion.

Must be comfortable connecting and utilizing technology, such as WebEx or Zoom, Learning Management Systems, all MS Office products, SharePoint.

Effective communication skills. Confident in communicating with many different people from differing backgrounds - Harnessing Coaching, mentoring, influencing skills.

Excellent written communication skills. Adopting the mentality – “it goes out right the first time.”

Travel Requirements: up to 80% of the time.

What do we Offer?

Pension, Medical and Life Insurance Reimbursements

Competitive Bonus

Mobility Allowance

Tuition Reimbursement

Company Holidays

Employee Resource Groups

Volunteering time

Many More.....

Actual pay is determined based on a number of job-related factors including skills, education, training, credentials, qualifications, scope and complexity of role responsibilities, geographic location, performance, and working conditions.

Other details

Job Family Learning & Development

Pay Type Salary

Employment Indicator Regular

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