



WE NEED YOU

WE'RE LOOKING FOR
FIELD TRAINING MANAGER

LOCATION:
UK WIDE

WORKING HOURS:
Monday – Friday + additional ad hoc weekend support

SALARY:
Up to £40,000 - £42,000 per annum

OTHER BENEFITS:
Company Car, 15% Bonus, Life Assurance, Rewards
Hub Discounts, Aviva Pension

CONTACT TYPE:
Permanent

REPORTING IN TO:
Client Services Director

**SHARK NINJA
FIELD TRAINING
MANAGER****WE'RE LOOKING FOR A CONFIDENT, ENGAGING
PRODUCT FOCUSED TRAINER**

As our Field Training Manager for our client SharkNinja, you will work with the field team to bring the brands strategy and direction of product training to life. Your role will be crucial in promoting brand advocacy and driving sell-out across both our always on field team and tactical weekend in store Brand Experts, as well as often supporting internal SharkNinja teams.

Your key responsibilities will include planning, developing, and evaluating both current and new product training programs to achieve departmental goals and objectives. Leveraging your expertise in training content creation and product training both face to face and virtually. You will lead the training for SharkNinja across three main pillars: retail programs, online training, and content project management. You will collaborate with the senior management team to ensure timely, cost-effective delivery of learning solutions while continually improving to boost brand recommendation leading to revenue growth in stores.

You will have extensive experience in project management, able to drive growth and innovation within a training team and delivering a best-in-class service to clients.

TO MAKE A REAL DIFFERENCE IN THESE AREAS**TRAINING DELIVERY, DEVELOPMENT AND EXECUTION**

- Research and develop a range of training programs to meet the demands of sales staff
- Create innovative strategies using the latest trends in behavioural science to enhance media consumption and learning
- Create content, attend, and deliver training events, providing expert product knowledge for retail partners, including business conferences, PR events, and activations
- Develop and deliver content on the SharkNinja in store customer experience journey to ensure best practice in selling and promoting
- Maintain up-to-date product knowledge on SharkNinja products and promotions for accurate training delivery
- Innovate training delivery for instore retail teams, ensuring exceptional customer service and demonstrations during every interaction
- Ensure compliance by aligning training content with SharkNinja brand guidelines and customer journey
- Monitor feedback and make necessary improvements to enhance ROI

PRODUCT AND COMPETITOR ANALYSIS

- Monitor future product and market changes and their impact on training requirements
- Stay updated on competitor insights and create strategies to respond through remote learning
- Engage in creative planning to compete in the market based on competitor activity

**SHARK NINJA
FIELD TRAINING
MANAGER****STAKEHOLDER ENGAGEMENT AND STRATEGY EXECUTION**

- Work with senior stakeholders within Blue Square and the client to execute outstanding training delivery
- Plan and execute virtual initiatives for training teams and retail partners
- Create and improve market-leading training support materials
- Align with stakeholders and influence across client and Blue Square HQ teams
- Establish relationships within retailers and internal account teams at all levels
- Look ahead and plan for peak periods and opportunities to ensure great ways of working and value add

SALES IMPACT

- Monitor future product and market changes and their impact on training requirements.
- Stay updated on competitor insights and create strategies to respond through remote learning
- Engage in creative planning to compete in market from a product feature and benefit perspective not price
- Drive sales through physical and virtual training sessions
- Assess training effectiveness and implement improvements based on feedback and sales performance
- Devise innovative ways to demonstrate return on investment (ROI) to the client

PROJECT MANAGEMENT

- Build contingency plans as part of the project management process to ensure client goals and ambitions are exceeded
- Consider product launch timescales when creating training content
- Manage time effectively to ensure content is ready and rolled out during launch

**OUR IDEAL PERSON &
THE ESSENTIALS WE'RE AFTER**

- You're a content creator able to use the latest content creation software
- You have previous experience in taking a brief, creating and launching training programmes able to demonstrate the return on investment
- You're passionate about delivering exceptional customer experiences with a progress-over-perfection mindset
- You're engaging and enthusiastic, comfortable delivering training to audiences of 20+ with the ability to flex your approach to the audience
- You're innovative and organised, continuously seeking improvements in retail operations
- You're an outstanding communicator, with excellent stakeholder management skills, able to engage effectively with clients, team members, and stakeholders
- You're proactive able to anticipate and address challenges efficiently
- You're decisive, making confident and clear decisions
- You're flexible and adaptable to changing business needs and market trends
- You're forward-thinking, staying ahead of technology and retail trends
- You're engaging and enthusiastic, able to present confidently to audience

SHARK NINJA
FIELD TRAINING
MANAGER

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

