

Job Description:

Role: Training Manager
Reporting General Manager
Location: Abu Dhabi, UAE
Start Date: August 2019
Package: Competitive - As Offer Letter

Trivandi is a global leader in the delivery and operation of major events and venue operations. Our track record includes delivering over 55 contracts across 21 countries since our launch in 2013.

Our clients cover event and venue projects including: Olympic Games, Super Bowl 50, Commonwealth Games, FIFA World Cup, Expo2020 Dubai, the Special Olympics World Games and the Tour de France, as well as developing venues and attractions for the Eden Project, QPR FC, Twickenham (RFU), Urban Adventure, Brentford FC and the London Olympic Park.

We are an ambitious company which draws on the combined skills of our people, all of whom have extensive track records in international event, venue and attraction development, management and delivery. Our recently opened office in Dubai is looking to expand the team delivering for a number of clients across the UAE and GCC countries.

We are looking for a Training Manager to develop, implement and deliver a program of continued professional development across a range of customer service and visitor hosting disciplines for a high-profile, prestigious attraction in Abu Dhabi, UAE. The successful candidate will be responsible for creating training, professional development, briefing and skills development programs for the whole team to meet and exceed SLAs and KPIs. You will work as part of the leadership team, reporting to the contract General Manager and be based at the client premises in Abu Dhabi.

What are we looking for?

We are searching for a highly motivated, driven and dynamic individual who is passionate about developing people and teams to deliver world class customer service. You will be experienced in developing and delivering a variety of training materials and formats. You will work with the client representative and other work stream managers to ensure that the training program is fit for purpose and meets and exceeds the contract requirements. You will be familiar with implementing training modules aimed at supporting work stream SOPs, SLAs and KPIs.

You will be keen to develop the people in your charge helping Trivandi develop as a world class business and provide first-class service to our client.

If you are this person, then please write to us and tell us why, with a copy of your CV. An application letter and CV should be submitted to recruitment@trivandi.com by 25th July 2019. Please note the evaluation for shortlisting will be made based on the letter and CV.

Candidates should be available for interview throughout July and August

The position starts in August 2019.

The Application Process

There will be a 3-part interview process:

1. Skype/Telephone interview with a member of our team
2. 45-minute interview with the Regional Director (including a presentation)
3. 30-minute interview with a second Executive Director/General Manager

The Application Letter

Please set out clearly and concisely in the application letter the following attributes and examples:

- Experience in developing training strategies to suit a varied workforce and where possible please include references to any specific attraction and/or venue experience.
- Experience of supporting workstream managers in devising and scheduling suitable training programs to enhance their teams and meet their performance targets.
- Examples of where you have developed programs and materials to support improvements in customer service.
- Examples of courses undertaken particularly where they relate to customer service, which demonstrate a commitment to your own personal development and that of your teams.
- Your understanding of the importance of innovation and technology in the delivery of training and mentoring.

Job Description - Training Manager

Working as part of a small team of interdependent workstream managers you will oversee the training activities for a high profile and prestigious attraction. Your responsibilities will include delivering pre-determined contracted services, developing personal and team training programs that support work stream managers in meeting their Service Level Agreements and Key Performance Indicators.

The successful candidate will be responsible for working within the leadership team. You will have direct input into strategy and format of training programs, and be responsible for scheduling, production of training materials including developing 'train the trainer' modules. You will also take an active role in measurement of service improvements across associated work streams.

In addition to strong customer service grounding, the chosen candidate will also be expected to work collaboratively with other work stream managers to deliver a seamless customer experience. Developing service level measurements and reporting to meet contract requirements.

The successful candidate will be responsible for and take ownership of the strategic direction, content development, delivery and scheduling of a wide range of training activities. Additionally, you will be required to contribute to team coordination, client relationship management as well as reporting progress internally and to the client.

Personal Skills, Qualifications and Experience:

The key knowledge, experience and qualifications we are looking for include: Qualified to at least degree level.

- Minimum of 7-10 years post-graduate experience in relevant training disciplines.
- Experience of developing training material in a variety of customer service environments.
- Experience of working on, venues and/or heritage/cultural attractions an advantage.
- Experience implementing Organisational Excellence through 6 Sigma and/or Service Profit Chain
- Experienced in the delivery of training programs, risk & issues tracking, SLAs, KPIs and reporting etc.
- Proficient in the use of IT, Adobe and Microsoft programs, including, InDesign, Word, Excel, PowerPoint applications.

The key competencies and behaviors we are looking for include:

- Able to use initiative and take ownership and responsibility.
- Attention to detail and high level of accuracy.
- Supportive and reliable team leader prepared to demonstrate exemplary behaviours.
- Innovative in your approach constantly striving for improvement
- Demonstrate leadership and supportive behaviors.
- A quick learner and strategic thinker.
- Excellent relationship builder with ability to interact with internal and external clients, stakeholder groups.
- First-rate communicator and presenter both written and verbal.
- Languages: English, Arabic, French, Russian, Mandarin would be advantageous
- A good understanding of the customer journey and associated touch points.
- Experience of the event, cultural/heritage attraction sectors would be an advantage.
- Able to prioritise in a dynamic environment, handling multiple tasks and deadlines.
- Highly proactive and self-starting.
- Strong numeric and financial capabilities.
- Sets high standards and gets the job done.
- Self-motivated and resourceful.
- Loyal and displays the highest levels of integrity and commitment.
- Flexible and adaptable in a dynamic environment.
- Assertive and confident.
- Open, friendly and approachable.
- People focused and respectful of others.

If you are successful in this application, we will invest in you and support you to be successful which will open up a world of opportunities.

Good luck and best wishes,

James and Nick



British Expertise International Awards:
International SME Business of the Year 2018 and 2019