

What's it all about

As part of the People Development team, you will help strengthen capability and colleague experience within NHG's Customer Service Centre (CSC). Based mainly in Chelmsford, and attending Bruce Kenrick House in King's Cross around 3 times per month, you will deliver practical training and on-the-floor coaching that supports confident, resident-focused service. Reporting to the Learning Partnering & Delivery Manager, you will work with CSC leaders, Team Managers, HRBPs, L&D Partners and Talent & Performance Partners to understand capability needs and provide tailored learning support. You will bring strong call-centre experience—ideally at team-leader level—to deliver onboarding, skills training and targeted interventions that help colleagues perform consistently and in line with NHG's values and service expectations

How you'll make a difference

You will play a key role in helping CSC colleagues deliver confident, consistent and resident-focused service in a fast-paced customer environment. By providing practical training, tailored interventions and on-the-floor coaching, you will support colleagues to build the skills, behaviours and confidence they need to handle calls effectively and provide high-quality customer service. Working closely with CSC leaders, HRBPs, L&D Partners and Talent & Performance Partners, you will help identify capability needs and respond quickly with training that addresses real operational challenges. Through your call-centre expertise and strong understanding of CSC roles, you will directly contribute to improved colleague readiness, development and service quality across the Customer Service Centre.

How you'll do it

You'll work closely with CSC leaders, Team Managers, HRBPs, L&D Partners and Talent & Performance Partners to understand operational priorities and capability needs. Based mainly in Chelmsford, and attending Bruce Kenrick House around 3 times per month, you will deliver training, coaching and targeted interventions that help colleagues succeed in a fast-paced multi-channel contact-centre environment.

You'll support induction, skills development and refresher activity, ensuring training is practical,

relevant and aligned with NHG's values and service standards. Using your contact-centre experience, you'll identify development needs and work with PD colleagues to ensure learning delivery supports confident, consistent and high-quality performance

CSC Training Delivery & Facilitation

- Deliver engaging, practical and role-relevant training for new starters and existing CSC colleagues, covering call-handling skills, systems use, customer service standards, policies and NHG values
- Support CSC onboarding by facilitating the induction programme, ensuring new colleagues feel welcomed, confident and ready to take calls safely and effectively
- Run refresher sessions, micro-learning and targeted interventions in response to capability needs or service changes
- Adapt training content and facilitation style to meet the needs of colleagues at different levels of experience, ensuring training is clear, accessible and easy to apply
- Provide real-time and scheduled training support during busy periods, service changes or surge activity, ensuring colleagues remain confident and capable in a fast-paced environment
- Deliver training in both classroom/virtual formats and on the floor, ensuring colleagues can translate learning into practical skills immediately

On-the-Floor Coaching & Capability Support

- Provide on-the-floor coaching to CSC colleagues, giving real-time guidance and feedback to help improve call-handling skills, customer conversations and service outcomes
- Observe live or recorded calls and work with CSC Team Managers to understand performance themes, confidence gaps and development needs, responding quickly with supportive coaching or targeted training
- Support colleagues during system updates, service changes or new processes, ensuring they feel confident and able to apply changes effectively

- Coach colleagues to embed NHG's values and behavioural expectations into every customer interaction, helping create a consistent and positive customer experience
- Provide individual or small-group coaching for colleagues who require additional support, ensuring they feel confident, capable and well prepared

Quality, Insight & Operational Partnership

- Carry out QA activity—such as call listening and case reviews—alongside CSC Team Managers to identify strengths, development needs and opportunities to improve customer experience
- Provide clear, constructive feedback to colleagues based on QA findings, helping them build confidence and capability in a supportive way
- Work with CSC leaders and Team Managers to spot performance themes, capability gaps and training needs, feeding these insights into targeted coaching or learning interventions
- Collaborate with HRBPs, L&D Partners and Talent & Performance Partners to ensure QA insights inform broader learning plans, performance discussions and talent development conversations
- Liaise with the Learning Systems Specialist to request learning assignments or reporting needed to support CSC capability, compliance and training activity
- Track QA and training trends to help PD and CSC leadership understand emerging risks, service pressures or opportunities for improvement
- Contribute to continuous improvement of CSC learning by sharing insights, recommending changes to training content or focus areas, and supporting operational readiness during periods of change

All about you

Essential knowledge, experience and skills including qualifications and professional membership

- Significant experience working within a multi-channel contact centre, ideally at team leader or senior advisor level

- Strong training and coaching skills, with experience building colleague confidence, skills and performance in a fast-paced environment
- Ability to deliver practical, engaging training in both group and one-to-one formats, adapting content and approach to different audiences.
- Experience using call-listening, QA or performance insights to identify development needs and shape targeted coaching or training responses
- Experience partnering with colleagues across People Development and CSC operations to understand capability needs and support colleague development
- Confident using learning systems or digital tools, with the ability to work with the Learning Systems Specialist to request basic LMS updates and access simple reports

Skills & Attributes

- Strong communication skills, able to build trust and rapport quickly with colleagues at all levels
- A supportive and practical coaching style, with the ability to give clear, constructive and confidence-building feedback
- Highly organised, able to manage multiple priorities, schedule training sessions and respond quickly to operational needs
- Resilient and adaptable, able to work effectively in a dynamic, customer-focused environment
- Personally committed to NHG's values, inclusion and a positive colleague and customer experience

Qualifications

- Relevant experience in training, coaching, customer-service development or leadership within a multi-channel contact centre environment
- Training, coaching or learning-related qualifications (e.g. Level 3 or Level 5) are desirable but not essential (or willingness to work towards one)