

What's it all about

You will deliver high-quality, inclusive and customer-focussed training for contact centre colleagues, ensuring they have the knowledge, skills and confidence to serve residents effectively. You'll facilitate induction, technical systems training, refreshers, urgent policy/procedure updates, and provide in-the-moment coaching support

How you'll make a difference

You'll ensure colleagues can perform their roles to a high standard by making training engaging, accessible and relevant to live operational needs, always considering resident outcomes.

The learning agenda will reflect modern thinking and best practice, and you will play a key role in its implementation and availability. We want to promote a culture of inclusivity and to proactively celebrate and showcase the intersectional diversity of our organisation - you will ensure that all learning initiatives support this aim.

How you'll do it

- Learning needs analysis: Support the CSC learning partner and corporate Learning team with identifying learning needs and designing, delivering and improving a portfolio of learning and development initiatives that support current and future business problems and priorities and ensure regulatory compliance.
- Deliver training: Design, deliver and facilitate induction programmes, systems / technical training (e.g. telephony, CRM, housing, repairs), customer experience skills (active listening, empathy, de-escalation), compliance, writing quality, and safeguarding.
- In-the-moment coaching: Provide floor-walking, side-by-side coaching, call listening and targeted briefings based on quality assurance findings (including call monitoring, feedback, trend analysis and compliance) or operational updates and priorities.
- Readiness & briefings: Support readiness for seasonal campaigns, system releases and urgent changes by preparing quick guides, job aids, and micro-learning; run briefings and knowledge checks.

- Administration & LMS: Manage sessions, bookings, attendance, completions and feedback; keep learning records accurate to ensure timely reporting and compliance.
- Quality & evaluation: Gather feedback, track outcomes, and share insights and trends to improve training content.
- Values & accessibility: Embed our values and the importance of considering resident impact regardless of whether staff are in a resident-facing or resident-supporting role throughout the learning offer.
- Collaboration: Engage in the corporate learning needs analysis and the development, implementation and evaluation of learning strategies across NHG.

All about you

Behaviours for success

Our values below set out what we stand for:

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **colleague** level.

Essential knowledge, experience and skills

- Strong experience delivering training in a contact centre environment.
- Confident communicator and facilitator with excellent listening and coaching skills.
- Comfortable using a learning management system and MS365 tools; able to maintain accurate records and reports.
- Familiarity with contact centre systems (telephony/CRM/knowledge base) and quality assurance processes.
- Desirable - Experience designing micro-learning, eLearning or facilitator guides
- Desirable - CIPD (Level 5) or coaching qualification