



WE NEED YOU

WE'RE LOOKING FOR Field Training Manager

LOCATION:
UK WIDE

WORKING HOURS:
Monday – Friday + one weekend per month

SALARY:
Up to £42,000 per annum

OTHER BENEFITS:
10% Bonus, Perkbox, Life Assurance

CONTACT TYPE:
Permanent

REPORTING IN TO:
Client Services Director

blue square.

**SHARK NINJA
TRAINING
INNOVATION
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 client to bring their strategy and direction of product training to life. Your role will be crucial in promoting brand advocacy and driving sell-out within customer channels and SharkNinja internal 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 people management and development, 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 business performance.

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

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 and contact centre partners, including business conferences, PR events, and activations
- Develop and deliver content on the Shark Ninja customer experience journey to ensure best practice in selling and promoting
- Maintain up-to-date product knowledge on Shark Ninja 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 Shark Ninja 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



SHARK NINJA TRAINING INNOVATION 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 and physical initiatives for training teams and retail partners
- Create and improve market-leading training support materials
- Own online learning platform to support UK field team from both a creation of content and reporting perspective
- Align with stakeholders and influence across client and Blue Square HQ team
- Establish relationships with retailers and internal stakeholders at all levels including client
- Look ahead and plan for peak periods and opportunities to ensure great ways of working and value add

SALES & TRAINING IMPACT

- Monitor future product and market changes and their impact on training requirements.
- Self starter and initiative in product understanding, unique selling points and ways of training back to field team
- Stay updated on competitor insights and create strategies to respond through remote learning
- Engage in creative planning to compete in the market
- Drive sales through physical and virtual training sessions
- Assess training effectiveness and implement improvements based on feedback and sales performance impact.
- 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 passionate about delivering exceptional customer experiences with a progress-over-perfection mindset
- You're innovative and organised, continuously seeking improvements in retail operations
- You're an outstanding communicator, engaging 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
TRAINING
INNOVATION
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.

