



## **Training and Development Manager**

**Location:** Birmingham (with a requirement to travel nationwide)

**Hours:** Full time Monday – Friday 9.00 – 17.30

**Salary:** £40k

**Reporting to:** Head of HR

### **Who are we?**

Citibase offers a diverse and rapidly expanding nationwide network of business centres nationwide and has been going from strength to strength for 25 years to cement our position as The Property Manager for the New Economy.

We focus on giving entrepreneurs and businesses “Freedom at Work” and the independence, flexibility and support to create, grow and enjoy running their businesses in our centres.

We’re currently experiencing a sensational period of growth as we continue disrupting the office market and we’re seeking talented individuals to help us take our customer experience to the next level and build strong relationships in our neighbourhood.

### **What will you do?**

Citibase is looking for a Training & Development Manager to be based in their Birmingham office. The role will be responsible for coordinating the learning and development programme across the business. You will work closely with key stakeholder’s and team members to identify requirements, develop and deliver training modules, courses and initiatives.

### **We want someone exceptional who can**

- Coordinate the induction training for all new starters across the business.
- Identify induction requirements and review training material
- Identify upskilling/development requirements throughout business, to include ad hoc delivery of training.
- Establish effective monitoring of employees training activities
- Evaluate employee training to date and effectiveness of training delivered
- Seek feedback for continuous improvement from learners.
- Identify and manage external training providers, where necessary negotiate fees in line with budget requirements.
- Remain up to date on training techniques and research.

### **Skills and experience**

- Ideally can demonstrate background in a Learning and Development role
- Confident in delivering training workshops to groups and senior stakeholders
- Experience of designing and delivering training programmes
- An effective communicator, both verbally and in writing
- Be Professional and have an enthusiastic approach with a can-do attitude
- Experience in delivering training in a Retail or Property services desirable
- Ability to develop and maintain key stakeholder relationships across the business
- Be creative approach to problem solving and good eye for detail
- Confident in using IT systems, Microsoft Excel, Word and PowerPoint
- Excellent organisation skills with the ability to prioritise workloads

### **Behaviours assessed during interview:**

- Resilience
- Building relationships
- Supporting and coaching
- Taking responsibility
- Planning and organising
- A good balance of support and challenge
- Communication