

Job Specification – Training Consultant

Job Title: Training Consultant

Direct report to: VP Advocacy & Enablement

Location: Office-based (Reading) with flexi-working + visits to customer site (when permitted)

Role Type: Maternity Contract, commencing mid/late July

The Artesian Company

Artesian is the driving force behind ambitious organisations who want to accelerate revenue growth, transform frontline effectiveness, mitigate risks, capitalise on opportunity and keep pace with the latest innovation.

Our core focus is to combine leading data science with the world's best business information to transform frontline and middle office effectiveness.

Artesian has two SaaS based product offerings – Artesian Engage and Artesian Connect.

Artesian Engage is a mature product in the client relationship / sales acceleration space and has been rolled out to 10s of thousands of front-line professionals in FS, Banking, Insurance, Tech, Telco and Professional Services.

Artesian Engage automatically delivers news and rich data-insights to relationship professionals every day, helping them find new customers, develop new business, nurture and grow existing relationships and always have meaningful conversations. Engage has been critical in these difficult COVID times as a way to keep in touch and manage every relationship that matters and through our integration with CRM, desktop and your mobile-phone, usage is higher than ever.

Artesian Connect which was recently launched includes access to the Artesian Insights Engine which builds upon the underlying technology in Engage but also enables the customer to work with their choices of data providers as well as introducing a range of new premium data extensions which come from a deep strategic tie-up with Experian.

Artesian Connect introduces a host of new capabilities which include a powerful bespoke Processing Rules Engine, Connectors and APIs, an Admin Console and Batch Processing capabilities along with a suite of premium features that support processes such as Pre-Screening customers, Advanced Prospecting, Customer Onboarding, Risk and Credit Underwriting and many others. Also in the pipeline is a development toolkit, which will enable Customers to build or integrate with their own applications.

With around 300 customers including the UK leading banking, financial services and Insurance customers, Artesian is reaching scale with positive EBITDA, strong recurring revenue and impressive customer retention.

Check us out at <http://artesian.co>

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Profile of the role

This is a really exciting opportunity to join the company in a period of growth, supporting the delivery of our training offerings to our customers.

Artesian training is all encompassing, we offer live training, recordings and e-Learning options to provide a blended learning approach to our customers. Our courses are CPD accredited and are highly regarded by our customers.

We deliver online, interactive webinars where attendees have the ability to build their profiles, ask questions and participate in group discussions, while being guided through set up and best practice tips by the trainer.

When permitted again, we will be back delivering onsite workshops for our customers to small groups, again with them setting up their profiles during the session.

This role is perfect for someone who is earlier into their career in training delivery, so can quickly get up to speed delivering Artesian training, but is also interested in learning more about end to end, consultation, design, delivery and results analysis. We provide a lot of in house training as well as access to LinkedIn Learning to support your growth and development.

Primary responsibilities include but not limited to:

You will help our clients fully understand their application and drive adoption of Artesian through creating and delivering engaging training programs. You will understand the customer's needs, help develop their training strategy, and ultimately deliver Artesian across their organisation.

Specifically, your week will include:

- Delivering webinar style training to a range of customers (+ onsite workshops when permitted)
- Being creative in the production of online training materials, videos and guides
- Administration and maintenance of the learner management system to record attendance and progression of courses
- Meeting deadlines and work closely with customers to meet their expectations
- Training administration including survey results, reporting and booking in travel

The above statements are a snapshot of the role and are not intended to be an exhaustive list of all duties and responsibilities required.

Basic Requirements

- Exceptional training delivery, public speaking and facilitation skills
- Good planning, presentation, time and project management skills
- Excellent writing and content composition
- Analytical and consultative skills to assess new demands and requirements
- More than 2 years training experience
- Host engaging interactive webinars using Zoom, Webex, MS Teams or similar
- Professional certificates in Training and Development preferred
- Demonstrable knowledge and understanding of training philosophy and adult education practices
- Willing and able to travel and spend time with customers UK wide (when appropriate)
- Able to develop training curriculum, documentation, presentations and manuals

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- Working experience in animation and tutorial software such as Articulate and Camtasia would be an advantage
- Working experience of LMS systems would be an advantage
- Experience with Salesforce.com, MS Dynamics or similar CRM would be an advantage

Industry

SaaS/FinTech

Artesian Core Values

We are a close-knit bunch at Artesian and when we hire new team members it is pretty important that you fit right in. That's why we take our Core Values pretty seriously – does this describe you?

Be straightforward (Agreeableness)

- Confident, not arrogant
- Trusting, not gullible
- Helpful, not overbearing or micro-managing

Be accountable (Conscientiousness)

- Be prepared, know your stuff
- Do what you say you're going to do, fully
- Sweat the detail
- Take responsibility for development (of everything including yourself)

Develop a Growth Mindset (Openness)

- Be open to new ways and skills
- Embrace change and innovation for the better
- Think big, start small, learn fast

Be Driven (Resourceful)

- Be intelligently assertive
- Decisiveness, not hastiness
- Independently enthusiastic

How to Apply

If this role sounds like you, please send your CV to merridee.arthur@artesianolutions.com

When applying, tell me a little about yourself including your top tips for delivering an engaging webinar training session.