

Job Description

Regional Trainer

Position: Regional Trainer
Reporting to: Regional Manager

Our Mission

Our mission is to **Make A Difference**

- Proudly
- Passionately
- Everyday

The Property Brokers team works hard together to get the job done. This means that sometimes you may be asked to do tasks that are outside the details of this job description, and within the scope of the role.

Summary:

- Provide initial and ongoing training for administrators.
- Provide administration cover as needed.
- Provide training on Property Brokers systems to salespeople and managers.
- Coordinate training within the region as required.

NOTE: This role requires flexibility, overnight stays and extensive travel

Job Description:

Initial and ongoing training for administrators

- Provide induction training for new administrators. This will involve in-branch and online training.
- Ensure new administrators have all the access and tools required to succeed in their role.
- Provide ongoing training for all administrators in the region as and when required.
- Complete Administration Supervision booklets.
- Liaise with Lead Administration Trainer, providing regular up-dates on performance of administrators and any concerns.
- Attend all meetings (either in person or online as requested) as required by the Lead Administration Trainer in order to ensure understanding of process and consistency of training practices.

Administration cover

- Provide administration cover in branches for periods of time where there is a staff member away on long term or unexpected leave, or where there is a gap between a staff member leaving and a new staff member starting. This may require overnight stays and/or extensive travel.
- Drive the company's ethos of True Team and Making a Difference
- Look for ways to continually improve operating systems and processes, and pass on any suggestions to the Lead Administration Trainer
- Attend team meetings as required.

Job Description

Training on Property Brokers systems to salespeople and managers

- Assist salespeople and managers in PropertySuite - both one-on-one and group training.
- Provide refresher PropertySuite training as required.
- Provide HomeBase training as required.
- Assist new PA's in PropertySuite and other Property Brokers systems.
- Provide other support and training as required.

Coordinate training within the region

- Maintain a training register of all training conducted in the region.
- Maintain a training calendar for all scheduled training in the region.
- Arrange venues for training.

Miscellaneous tasks

- Ensuring operating systems are working correctly and providing feedback to other Support Centre divisions.
- Ensure training material is up to date.
- Create new training material when updates are made.
- Liaise with other departments when there are issues or with suggested improvements that relate to their department.
- Ensure correct procedures and processes are followed within the branch and alert Lead Administration Trainer to any inconsistencies.

Responsibilities:

- There are no management responsibilities within this position.