



## **Training Advisor – General Insurance**

**Contract term: Permanent, Full-Time**

**Hours: 37 hours**

**Location: ALS Head Office, Ocean Park House, Cardiff.**

**Salary: Starting salary £27,500 (£26,500 – unqualified assessor) rising to £30,500 per annum pro rata (Grade 6).**

### **Who we are:**

ALS Training is a leading provider of training, learning and development solutions with over 2,000 Apprentices in learning each week. We design, deliver and evaluate a comprehensive range of training and development solutions to service both employers' and employees' and their individual needs.

### **What you'll do:**

We are looking for an ambitious individual who will recruit, retain and effectively support a caseload of learners throughout their "Learning Journey", to achieve qualifications in line with key performance indicators and required criteria.

As a Training Advisor, you will be required to; develop excellent working relationships with learners and clients, ensure that learners achieve their qualification within the specified timeframe and ensure that delivery is achieved within internal and external requirements.

You will support Apprentices to achieve the Insurance Apprenticeship pathway.

The role is field based and fits within the Delivery Team reporting to the Team Manager.

Training towards achieving relevant Assessor qualifications will be provided.

The Company is fully committed to flexible working and are happy to consider alternative work patterns / arrangements if required. We recognise the benefits that flexible working practices can bring and would welcome discussions around this at interview where necessary.

### **What we offer:**

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee

- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities
- E-learning platform available to all staff

### **What you are responsible for:**

- Communicating and liaising internally and externally, using appropriate methods to facilitate the development of profitable business and sustainable relationships with both clients and learners.
- Providing support and guidance to ensure achievement of learner qualifications in line with: internal delivery process; internal quality assurance procedures and the standards required by external bodies.
- Representing ALS Ltd in a professional manner and promoting all available services as opportunities arise.
- Liaising with the sales team to ensure learners are recruited in line with the AL&D business plan and targets are met.
- Carrying out all associated assessment and verification processes in accordance with internal quality systems, processes and procedures and within required timescales.
- Ensuring all associated administrative tasks are completed to the required standards, in line with internal policies and procedures.
- Ensuring that all relevant health and safety documents are completed within the necessary timescales, in line with the code of practice and internal policies and procedures.
- Monitoring the working environment of the learners; reporting any unsafe practices or surroundings accordingly.
- Ensuring a prompt response to any requests which may be made in conjunction with any internal and / or external audits conducted.
- Responsible for ensuring that any complaints received from either learners or clients are dealt with professionally and effectively.
- Responsible for effectively managing working diary to ensure all learners within caseload are visited accordingly and in line with the stipulated timescales.
- Responsible for adhering to all equal opportunities and diversity related legislation in relation to learners, clients and colleagues.

- Responsible for adhering to all health & safety related legislation in relation to learners, clients and colleagues.
- Responsible for adhering to all ESGC (Education for Sustainable Development and Global Citizenship) related information in respect of all learners, clients and colleagues.

### **Personal and other duties and responsibilities:**

- To actively keep updated with the company's services and programmes.
- To develop yourself by attending courses, meetings, training events, workshops and seminars, in order to not only develop yourself but also the company.
- To demonstrate clear written, verbal and digital communication skills including report writing skills.
- To be highly self-motivated and organised.
- To ensure effective customer care skills.
- A recognition and regard for observing confidentiality.
- The capacity to work as part of a team.
- An ability to work on own initiative and meet set timescales.
- General housekeeping duties.
- To display **ALS** core values at all times.

## Person Specification

### What we are looking for:

	Assessment Method	Essential	Assessment Method	Desirable
Experience	<b>A</b> Application	Minimum of 2 years' General Insurance Occupational Competence in either Personal Lines Insurance, Commercial Insurance, Underwriting or Claims	<b>A</b> Application/ Interview	Delivery of qualifications
Qualifications & Knowledge	<b>A</b> Application/ Certificate verification	Good standard of education; GCSE [or equivalent] English language and Maths	<b>A</b> Application/ Certificate verification	Level 4 Diploma in Insurance
				Level 3 CII Certificate in Insurance (Cert CII) Will be required to deliver Cert CII training in workshops.
				A qualification in Assessment (e.g. A Units, TAQA, AVA etc.) ; training will be provided if necessary
				Verifier qualification (IQA experience)
Skills & Attributes	<b>A</b> Interview	Creative and passionate for training/learning	<b>A</b> Interview	Welsh speaker
	<b>B</b> Interview	Possess drive, ambition and determination to succeed		
	<b>C</b> Interview	Problem solving skills		
	<b>D</b> Interview	Flexible and adaptable in a constantly evolving and changing environment		
	<b>E</b> Interview	Ability to develop others		
	<b>F</b> Interview	Proven track record of meeting targets		
	<b>G</b> Interview	Excellent written and verbal communication skills		
	<b>H</b> Interview	Ability to work under pressure and organise oneself in a fast-moving environment		
	<b>I</b> Interview	Excellent IT skills with programmes such as Microsoft Office, Word and Excel		
	<b>J</b> Interview	Team player with ability to work on own initiative		

	<b>K</b>	Interview	Willingness to undertake personal & professional development in relation to your role and business needs			
Personal Qualities	<b>A</b>	Interview	To uphold ALS Values			
Other	<b>A</b>	Interview	Hold a full U.K. driving licence			

**Have you got what it takes?** <https://www.irishrcloud.co.uk/recruit/application/apply.aspx?cid=1489-26F1BCDA-2297-4057-B144-E46002AEEBAB&VacancyID=26215-7FFB8D96-3ED4-46C1-BC6F-7EF224BABA2D>