

Job Title	Training Operations Lead
Team	Customer Engagement
Primary Place of Work	Sava 4 Mill Square Featherstone Road Milton Keynes MK12 5ZD Home based during Covid
Responsible to	Head of Customer Engagement, and working with the training delivery team, the sales team, and the MD
Contract Type	Permanent contract
Full / Part Time	5 days a week
Hiring Manager	Helen Orme
Date of Revision	13 August 2021

About Sava

Sava strives to make buildings better. We do this by providing education, technology and compliance services to building owners, surveyors and the wider property industry. We were established in 1983 and our roots are within energy assessment and home condition surveying.

Our business strategy is to create unique products that are innovative and that have the potential to make a real difference to our customers, whether they be individuals or organisations. We are a growing dynamic team of building physicists and engineers, software developers, residential surveyors, statisticians, and business management specialists.

Specifically in education, Sava provides a range of residential surveying vocational qualifications for both new entrants and existing professionals. Overseen by the Awarding Body for the Built Environment and accredited by the Royal Institution of Chartered Surveyors and the Chartered Association of Building Engineers, the qualifications are recognised by top employers and provide the specialist knowledge needed to build a successful career in surveying and valuation.

What the job is about

This is a role managing a busy operational team, focused on ensuring that our customers have the best experience whilst undertaking their qualification or training with us. Your main responsibility will be to schedule, organise, and lead by ensuring all necessary resources are at the right place at the right time allowing for the smooth running of all Sava training and always ensuring an excellent customer experience. You must be customer focused and have a meticulous attention to detail. You

will also be able to demonstrate strong organizational skills. You will have experience of leading or working in a busy operational or administrative team.

What you'll be doing

You'll be overseeing a number of operational tasks, working with other Sava team members. But you will also have a number of project-based tasks, dependant on business need. You will be coordinating a small team and ensuring that all training is delivered to an exceptionally high standard. The list below is an initial scope of what these tasks could be and will flex according to the needs of the business.

Day to day operational tasks:

- Ensure all learners have all the course materials required.
- Liaise with our external trainers – booking dates and deal with any enquiries.
- Liaise with external training venues across the UK to ensure we are delivering in a safe and pleasant environment.
- Take responsibility for external webinars that we facilitate between our learners and third-party organisations.
- Collate feedback from learners and measuring satisfaction. Informing the business of any trends to improve the customer experience.
- Manage a busy email inbox and phone line.
- Maintain excellent records of all customer interaction on the customer relationship management system.
- Manage and authorise invoices and contracts for external suppliers.
- Monitor assessment activity.
- Take responsibility and understand the process for handling complaints, deferrals and cancellations.
- In rotation with other members of the business, attend training days and promotional events across the UK to support existing and potential customers (this will include occasional Saturdays with an overnight stay on the Friday).

Your skills, abilities and attributes

- A desire to really understand our business – what we sell and deliver to our customers and why they choose Sava
- An exceptional customer service ethic
- A great work ethic where you bring your whole self into the role
- A 'can do' attitude, solution focussed with innovative problem-solving ideas

- Able to self-motivate and work on your own initiative whilst managing your time in order to meet deadlines and objectives
- Excellent coordinator/management and empathy skills
- Excellent written and spoken communication skills that allow you to inform and advise others clearly, instilling confidence and leaving positive impressions
- Able to anticipate issues, take responsibility and make decisions
- Experience of speaking with a range of customers
- Experience of addressing a range of customer issues
- Excellent IT skills – experienced in using Office based software mainly Excel, Word and Outlook.