

Academy Student

Role in a nutshell:

Reporting to	Marie Barry	Department	Academy	Grade	5	Location	Burgh Heath	Direct Reports	0
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What you'll be doing :
<ul style="list-style-type: none"> • Support Academy strategic projects for example implementing Customer Blue Prints and improving the Customer experience at a local level • Co-ordinate the Trainee Customer Consultant programme for the network acting as a main point of contact for the Trainees • Co-ordinate the training fleet for all venues • Handle appeals from the network on training charges • Set up and attend all Gold Business presentations to TGB management team • Get involved in monitoring Academy budgets and PO's and tracking revenue of Management and Trainee programme

Experience you'll gain :
<ul style="list-style-type: none"> • Project management • Process mapping and Customer Journey mapping • First- hand experience of dealing with our network • Financial budgeting

How we'll support you :
<ul style="list-style-type: none"> • Regular 121's to support development and enhance existing skills • Comprehensive training on current role to get you up to speed in a supportive environment

How you could stretch this role :
<ul style="list-style-type: none"> • Take on a specific project • Deal with senior network management and Stakeholders directly

What you'll get to own :
<ul style="list-style-type: none"> • Elements of strategic projects • Network appeals • Fleet scheduling

Qualifications and experience you'll need :
<p>Essential Microsoft Excel proficiency Excellent telephone communication skills Networking/communication skills</p> <p>Desirable Excellent Microsoft Office skills Experience in training/HR</p>

Skills & Behaviours you'll have :
<p>Essential</p> <ul style="list-style-type: none"> • Strong communicator with excellent planning and organising skills • Positive can do attitude with a proactive approach • Team player with ability to support others <p>Desirable</p> <ul style="list-style-type: none"> • Financial analysis skills

