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| Role Title: Technical Training Specialist – Technical Trainer | | Date: January 2025 |  |
| Grade: 5 | | Business Unit: Technical |  |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Function Purpose**:  Employed by RAC and based at McLaren Reporting to the Technical Training Manager, the focus of this role is to deliver technical training, develop new training materials in line with McLaren visual identity.  **Role Dimension (Financial/Non-Financial):**  **Financial**  **Deliver technical training**  **Field based (Woking)**  **Frequent travel both national and international**  All employees and contracted staff must ensure compliance with the Company Health and Safety Policy, and all relevant other statutory Health and Safety legislation.  **Reports to:**  McLaren Automotive Technical Training Manager  **Relationships:**   * RAC commercial training manager * Training Teams * Technical Team * H&S team * L&D team * IT Teams * Commercial teams * External Suppliers * Operations Teams   All Roadside and Operational colleagues | * Supporting McLaren in the development and delivery of technical and non-technical training programs for McLaren Vehicles, systems, and processes both at the McLaren Automotive Academy and on location when required * With the support from McLaren technical training team, defining the brand, technical and non-technical course content * Creating the course documentation in line with the McLaren AVI guidelines * Delivering pilot training courses to McLaren Internal Staff and / or selected McLaren Retailer partners * Attendance of technical meetings to support training team * Working with new product and technology course development * Making any amendments to documentation as necessary in a timely manner agreed with the team leader * Working with the Regional Aftersales Managers and Central Aftersales Team, also to assist in the promotion of the McLaren Aftersales training portfolio * To assist with the upkeep of the McLaren Aftersales Training Facility in Unit 6 Orchard Business Park * Supporting external services providers * To support and work with 3rd Party training providers as required * Maintaining the required delivery quality levels as specified by McLaren * To support the global training strategy * To deliver training to the retailer global network where required in region * To carry out any other reasonable and appropriate work as required by the company | **Skills/Knowledge /Experience**  **Education:**  Training delivery aligned to CIPD (CTP) or equivalent and Mechanical Qualifications to City & Guilds Level 3 or Equivalent  **Experience:**  There is a need for an individual with operational vision and aspiration for the company and the brand.  An automotive background is essential, but more than that, this person will have a natural love for, and curiosity about, cars, the automotive marketplace and future trends. They will also already have a detailed, technical understanding of cars.  The person appointed to this role will have:   * Excellent coaching skills * Learning and development need analysis experience * Excellent communication skills * Rapport building * Significant automotive operational background * A track record of developing and delivering innovative operational training materials * The ability to understand and translate highly technical, engineering information into a single-minded, relevant customer-facing message * Highly developed analytical skills and the ability to build learning development solutions from this data * A winning mentality - demonstrates great drive to achieve outstanding results * Resilient and adaptable. Able to maintain a consistently high level of work and professional output in times of change | **Languages: Fluent English.**  An additional language an advantage in this global role  **Computers software and system**   * Microsoft Office tools utilisation * Highly competent in, Microsoft PowerPoint * Microsoft Word. * Adobe creative softw * are would be beneficial.   This job description may not detail some less major duties allocated to the post holder, nor cover duties of a similar nature, commensurate with the role, which may from time to time be reasonably required by the relevant manager.  **Capabilities/Strengths:**  Core competencies:   * Achievement drive L3 * Customer Focus L4 * Team Working L4 * Continuous Improvement L4 * Interpersonal & Influencing skills L4 * Commercial Awareness L3 * Specialist Knowledge L4   Need to exhibit behaviours consistent with RAC core values.   * Handle it together * Exceptional Service * Raise the bar * Own it |

