

JOB DESCRIPTION: Credit Academy Trainer

Department: CICM Credit Academy

Responsible to: Manager, Member Support Services

Term: Permanent
Part time, 3 days per week equivalent

Frequent travel, occasionally international.

The CICM is the largest recognised professional body in the world for the credit profession. As the trusted leader and expert in credit management, we provide our members and the credit community with support, advice, connections and professional and career development.

Job Purpose:

The Credit Academy is the learning delivery arm of the CICM, delivering qualification packages, face-to-face and virtual training to our members, learners and the wider credit community.

The Credit Academy Trainer enhances the capability and competencies of CICM members, individuals and credit teams by designing and delivering training programmes and products, both in open classes and in-company/tailored services.

Responsible for performing training needs assessments, designing and delivering CICM training and learning materials, as well as building and managing the relationships between CICM and our learners and Development Partners, the Credit Academy Trainer works across all CICM departments and with clients and members in SMEs through to global corporates.

Main responsibilities:

1. Work with CICM Content Manager to develop commercially viable learning packages and training programmes based on credit industry current and future needs.
2. Develop or oversee the production of high quality training materials and packages, in line with CICM brand guidelines (face-to-face and virtual).
3. Deliver training courses:
 - a. Open and in-company
 - b. Virtually and face-to-face
4. Assess training effectiveness and satisfaction, and take appropriate action.

5. Periodically evaluate ongoing programs to ensure that they reflect latest thinking and changes in the credit world.
6. Stay abreast of the new trends and tools in credit management and employee development/training.
7. Support CICM Development Partners, organisations who have entered into an agreement to develop the credit capability of their credit teams.
8. Role model the CICM Values and principles: Commercial, Supportive, Honest, Engaged.
9. Actively raise the profile of the CICM, and protect our income.

General statement

1. You may be asked to undertake additional roles and responsibilities from time to time as requested by your line manager.
2. You must ensure you comply with the policies and procedure of the organisation at all times.
3. As part of your role you are required to keep your skills up to date and to take part in training and development that is offered.

Person Specification

Skills and experience	Credit professional with extensive recent experience in managing credit in a senior role Coaching and mentoring individuals for improved performance The full training cycle: Needs analysis, design, deliver, review Designing multiple training events in a corporate setting Delivering training through multiple channels, including face to face and virtually Present complex information to a variety of audiences Sound decision making and organisational skills Cost-benefit analysis and business case development Ability to prioritise and work under pressure. Strong communication and relationship building skills. Strong IT skills.
Knowledge and understanding	Credit Management theories, latest thinking and technical knowledge. Credit management profession and community. Training methods, tools and techniques. Coaching and mentoring methods. Financial and commercial. Preferably CICM qualified, and a CICM member.
Personal qualities	Inspiring, confident and engaging. Positive and resilient. Customer focused with a desire to help. Proactive and collaborative. Role model for the CICM Values and principles: Commercial, Supportive, Honest, Engaged