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| **Role:**  | **Academy Trainer** |
| **Location:** | **Field-Based** |
| **Reports to Role:** | **L&D Manager** |
| **Direct Reports:** | **None** |
| **Grade:** | **4** |
| **Notice Period:** | **4 weeks** |
| **Version date:** | **January 2024** |

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| **ROLE PURPOSE** |
| To support the Academy Lead in delivering classroom and operational support for all levels of the Academy, including leading the TST support role for the Home Grown Heroes programme, driving achievement of Company objectives and upholding our values through consistent operational excellence and continuous people development. |

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| **MAIN AREAS OF RESPONSIBILITY** |
| * Planning and executing of the capability assessment stage of the Home Grown Heroes programme, feeding back relevant constructive information to the Franchise ops partners, Academy Lead and Operations L&D Manager.
* Planning and executing the support for store openings and on site bespoke requests.
* Delivery of Manager academy levels workshops and training.
* Complete follow-up and observation visits post Academy levels and lisiae with franchise group trainers to build action plan for improvements.
* Reporting and monitoring of follow-up visit feedback.
* Monitoring completion of the LMS-based training for Home Grown Heroes store openings.
* Coaching and challenging manager and team member operational performance through robust reviews and training programmes.
* Feedback to and liaise with Academy Lead, Operations L&D Manager and Business Development Manager regarding Home Grown Hero candidate performance post-workshops.
* Delivery of training and on-site support for new store openings, including follow up support for Home Grown Heroes franchisees post-opening, alongside the OEC for the store.
* Design and complete a range of follow-up visits post delivery of courses to embed learning and see action plans through to completion.
* Liaising with the Learning Technologies Lead to give feedback and design input on elearning solutions.
* Adhere to all relevant legal requirements at all times.
* Continuous development of own talents and strengths and address any areas of self-development.
* Maintain a working knowledge of all the businesses within the Domino’s Group.
* Ensure a consistent customer-centric focus and the highest level of service to internal and external customers.
* Comply with all health and safety policy and procedures to work in a manner that keeps you and your colleagues safe.
* Comply with UK and Ireland Data Protection and ePrivacy legislation and report non-compliances where identified.
* Actively participate in DPG’s performance development process ensuring knowledge and skills remain current and relevant.

The main areas of responsibility are not intended to be exhaustive, but gives a general indication of the role. It is the nature of the Company that tasks and responsibilities are in many circumstances, unpredictable and varied. All colleagues are therefore, expected to work in a flexible way when the occasion arises and acknowledge that tasks not specifically covered in their role profile are not excluded. |
| **ACCOUNTABILITY** |
| * Along with the Academy Lead, this role will be a primary contact for franchisees, trainers and their learners on all things related to the Academy course delivery and follow-up.
* Home Grown Heroes Programme primary contact for new store opening training and support.
* Achieving results through building and maintaining excellent relationships with franchisees, their groups and stores.
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|  **KNOWLEDGE, SKILLS, ABILITY & EXPERIENCE** |
| * Previous operational experience working in a Domino’s store or franchise group is essential for this role.
* Previous experience working in a Learning and Development, Food Retail or other Hospitality Environment is desirable.
* Previous experience working under own iniative with minimal supervision, excellent time management skills and able to prioritise with minimal intervention.
* Previous experience influencing stakeholders at all levels, building effective value-adding relationships quickly and effectively, particularly across multiple disciplines.
* Strong team work/collaborative skills.
* Competence in use of IT tools including MS Office and Webinar software platforms is desirable.
* No specific qualifications are essential however CIPD is desirable.
* Excellent attention to detail.
* Strong communication and delivery/presentation skills – verbal and written.
* Loves people and shows qualities of tenacity, resilience, commitment and a passion for delivering high quality results, on time.
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