

Title	Senior Trainer
Reports to	Training & Development Manager

Job Role/Key Areas of Responsibility

Job outline:

The Senior Trainer is responsible, on an individual and team basis, for providing EF products and relevant employees with a variety of services that enable trainees to reach their developmental needs and objectives. These services should motivate staff to stay in the organization. The regional trainer also actively collaborates with regional and in-center staff in order to provide positive learning experiences for trainees.

Roles and responsibilities:

- Coordinates, develops, supervises and delivers in-center, regional and national trainings, online and offline as required through supervising the Regional Training Team; Acts as a role model in delivering engaging and effective training.
- Manages onboarding training from pre-service to current service ensuring onboarding objectives are met, i.e. Encourage teachers to stay in EF (i.e. not leave the company) and equip teachers with skills to ensure they pass probation.
- Delivers externally accredited courses, including the Trinity CertTESOL and Trinity DipTESOL and trains experienced and qualified staff in the region (including Regional Trainers) to assist with the delivery of these.
- Actively collaborates with staff in the region, including CEMs, DoSs, PMs, REMs, Visa Officers, and the Regional Training Team.
- Leads the Regional Training Team, In-Center Trainers, Teacher Ambassadors and other qualified staff to increase access to development.
- Identifies and develops talent by mentoring trainees who have the relevant skills, competencies and commitment.
- Engages teachers pre-arrival to encourage socialization and to deliver information and resources related to living in China and working at EF.
- Assesses teachers' suitability to undertake training courses such as the Trinity CertTESOL, DipTESOL, etc. and advises accordingly.
- Solicits feedback from trainees through surveys and from teachers on their overall experience at EF through regular focus groups and shares results with other trainers in the region as well as other stakeholders.
- Provides developmental feedback, actively encourages reflective practice in any required observation and follows up on progress.
- Seeks out opportunities to self-develop (e.g. through training courses, reflective practice, research, attending/presenting at conferences).
- Stays up to date with new methodologies and incorporates these into practice; shares these with the Regional Training Team.
- Keeps managers informed about the Regional Training Team's progress.
- Motivates trainees to develop through training, observation, team teaching, journaling and other developmental activities.
- Prioritizes and plans for efficient implementation of work load for the Regional Training Team and considers the needs of EF products and potential return on investment before embarking on projects.

Career plan: This is a position for people who want to develop their skill set both in teacher training (in-class skills, developing training courses and teacher development) running externally accredited training courses (CertTESOL, DipTESOL) and training management (developing and supervising other trainers).

Minimum Requirements: DipTESOL (65%+ on practical teaching component) / DELTA; C1 level English; 2 years post DipTESOL/DELTA management and training experience.

SENIOR CERTIFICATIONS TRAINER COMPETENCY SET

Builds transformational relationships	Exceeds all expectations & creates profitable business opportunities	Drives customer expectations and sets CR benchmarks	Influences across all levels of the organization	Resets performance benchmarks	Does long term coaching and mentoring to help others career progression	Sets performance benchmarks for the organization	Encourages innovation in others
Establishes a collaborative culture	Actively develops an entrepreneurial culture	Exceeds customer expectations & creates long term relationships	Promotes & sustains mutual understanding & buy in	Delivers best in class performance	Coaches mentors and trains	Able to manage performance to improve outcomes for most individuals and team	Does things new to the sector
Has a proactive collaborative approach	Works independently & makes creative decisions	Promotes team culture of exemplary CR	Uses various techniques to get buy in	Delivers high performance consistently	Gives feedback to encourage	Takes team to next level and focuses team on continual improvement	Does things new to the organization
Supports and engages with others	Demonstrates creativity & initiative	Creates meaningful customer relationships (CR)	Effectively adapts message for maximum impact	Delivers consistently	Gives reasons to support others learning	Improves performance of team through goal setting	Takes action new to the job or area
Responds to others in a positive manner	Addresses current opportunities and problems	Has a customer perspective on issues & projects a positive manner with customers	Successfully engages in communicating with others	Achieves all set tasks	Expresses positive expectations of people	Sets SMART goals to improve individual performance	Challenges status quo
<i>Building Relations</i>	<i>Entrepreneurial Orientation</i>	<i>Customer Orientation</i>	<i>Effective Communication</i>	<i>Results Orientation</i>	<i>Developing Others</i>	<i>Performance Management</i>	<i>Fostering Innovation</i>