



## Sales Trainer and Facilitator

Bidvest Insurance is a non-Life insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance was founded in 1997 and provides niche value added products to customers through its Direct Channel which operates via call centres, as well as its Affinity Channel that partners with distribution networks. Our products are designed to protect consumers and deliver exceptional service levels when our customers need us most, so that we can deliver on our purpose 'To protect everyday South Africans, against foreseeable events and their financial losses, so that we can all contribute to a better South Africa'.

We have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

Being a part of Bidvest, one of South Africa's leading services, trading and distribution groups, your career aspirations with us are only limited by your own imagination.

### Position Overview

The purpose of the Sales Trainer and Facilitator is to create a dynamic learning environment through interactive learning activities; activities which encourage knowledge transfer and the connection of theory with practical in the workplace. The Sales Trainer and Facilitator is responsible for the effective training of internal call centre sales staff within the Direct Channel.

The main objective is to increase sales productivity within the Call Centre and improve overall service delivery through effective soft skills and product sales training and development interventions. The Sales Trainer and Facilitator is also required to consistently develop and update all training material so that it remains up-to-date and in-line with Bidvest Insurance business requirements and industry best practices.

### What You'll Need



#### Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



#### Energy

We operate with passion and excitement & thrive off a '**can do!- let's go!**' attitude. We believe in embracing new challenges and celebrating our wins!



#### Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our environment and each other

## Our Values

At Bidvest Insurance, we are all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.



## Key Responsibilities and Duties

### Role Accountabilities

- ▶ Create departmental training budgets, forecast costs, and delegate numbers as required by the organization.
- ▶ Assess relevant staff training needs in consultation with departmental heads, including assessment methods and measurement controls.
- ▶ Stay informed as to relevant skills and qualification levels required by staff for effective performance.
- ▶ Develop and implement overall training strategy whilst managing training delivery, measurement, and follow-up where necessary.
- ▶ Design training courses and programmes to meet training needs or manage external providers where necessary.
- ▶ Identify, select, and manage external training and accreditation bodies, agencies and providers.
- ▶ Organise training venues, logistics, transport, as required to achieve efficient training, attendance, and delivery.
- ▶ Plan and deliver training courses personally where necessary to augment that provided externally or internally by others.
- ▶ Arrange for the maintenance of all necessary equipment and materials relating to the effective delivery and measurement of training.
- ▶ Recruit, manage and develop direct-reporting staff.
- ▶ Ensure all training activities and materials meet relevant organisational and statutory policies, including health and safety, employment, and equality requirements.
- ▶ Monitor and report on activities, costs, and output.
- ▶ Design and develop campaign specific training material which meets defined objectives.

### Administrative function

- ▶ Develop relevant and suitable materials to address specific learning and training needs as identified.
- ▶ Compile and submit reports as required -both operational and as legislated.
- ▶ Ensuring Training Records are kept up-to-date.
- ▶ Participate in Business unit strategic planning process to ensure the section's actions are in line with departmental goals.
- ▶ Provide input into training budget process.

### Business Acumen

- ▶ Understand the current challenges facing Call Centre productivity as well as the key objectives and strategies that Bidvest Insurance and the specifics of business unit wants to achieve.
- ▶ Source and collate relevant business-related information from multiple sources.
- ▶ Understands the key principles of business impact measurement and what influences the delivery of results.
- ▶ Understand and display behavioural attributes aligned to the core values of Bidvest Insurance.

## Qualifications

- ▶ A Tertiary Qualification (NQF 5 or 6)
- ▶ Must have a facilitator assessor and moderator certificates.
- ▶ A minimum of 3-5 years' experience within a corporate environment (Call Centre) as a sales trainer or facilitator.
- ▶ Ideal areas of experience:
  - Experience in the Learning and Development industry
  - Experience in the Insurance industry -short-term insurance, CPA, FAIS, FSCA
  - Experience in sales training within the Short-Term Insurance Industry will be advantageous

## Other Special Requirements

- ▶ Demonstrates professionalism, self-confidence and authenticity.
- ▶ Organisational, planning and prioritisation skills.
- ▶ Able to work independently as well as in a team.
- ▶ Results driven and able to manage time effectively.
- ▶ Attention to details.
- ▶ Required to travel extensively and work extended hours.

## Knowledge and skills

- ▶ Customer and Client Focused Innovation
- ▶ Seeking Deeper Understanding
- ▶ Driving Delivery of Results
- ▶ Coaching and Mentoring
- ▶ Holding People Accountable
- ▶ Conceptual Thinker
- ▶ Analytical Thinker
- ▶ Impact and Influence
- ▶ Influencing Others
- ▶ Purposeful Collaboration
- ▶ Presentation Skills
- ▶ Solution crafting Principles

### Submissions:

Preference will be given to PDI candidates in line with our EE

Interested candidates to please submit their CV to: [jobs@bidvestinsurance.co.za](mailto:jobs@bidvestinsurance.co.za)

Should you not hear from us within 2 weeks from date of application, please consider yourself unsuccessful

Bidvest Insurance is an authorised Financial Services Provider

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