



# Training Officer

## CAFM Explorer

### Home Based, with travel

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### About the role

Idox is looking to appoint a Training Officer to specialise in coaching our customer base in the most effective use of CAFM Explorer as a multi-faceted solution suite for Facilities Management.

We are looking for an experienced user of CAFM solutions to join our team, and be responsible for the delivery & scheduling of CAFM's training programme, producing and maintaining high quality training materials via face-to-face or online sessions.

To apply you should already be familiar with CAFM as a product and be confident in being able to forge strong relationships with our customers in Facilities Management and with our CAFM user special interest and support groups. With this experience, you will bring invaluable expertise to CAFM client services team and will be a positive influence with our key and new CAFM users. Idox will give full support to the career development of a CAFM super-user interested in a more commercial role.

### Responsibilities will include:

- Implementation of CAFM training in house, on site & on line to all accounts new & existing
- Full preparation and follow up for all courses including making sure Training machines are installed and fully tested prior to courses commencing
- Demonstrating Idox knowledge of client requirements when delivering product and training and act in a consultative capacity to help clients meet their business needs. A tailored approach.
- Create training sessions covering new product releases and best practices around product usage
- Manage the schedule of all Training ensuring priorities are met
- Provide accurate communications on Training resource availability & identifying emergent scheduling challenges
- Develop and maintain excellent client relationships
- Improve uptake of international business through excellence of on-line Training courses
- Create new Training manual content and further develop the manuals in a user-friendly format
- Identification of further training and sales opportunities
- Collate feedback from Customer Surveys conducted following training
- Assist where necessary with new starter/group training and product demos.

### To be successful in this role, you'll need to have:

- Extensive CAFM or comparable product knowledge
- Citrix familiarity
- Facilities Management sector knowledge
- Understanding of SQL – backup/restore databases
- Confident presentation skills
- Adaptable working style

- Consultative approach to clients and high service ethic
- Ability to understand client priorities and negotiate
- Strong organisation including time and schedule management.
- Good document writing skills.

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## About Idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.700 staff located in the UK, the USA, Canada, Europe, India and Australia.

Idox has many offices across the Country and therefore travel will be required.

### The Benefits

This post commands a competitive salary depending upon experience, along with an excellent benefits package.

### How to Apply

Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they would be suited to this role to [Join.Us@idoxgroup.com](mailto:Join.Us@idoxgroup.com).

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

### Privacy Notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>