

Collections Trainer

Hours: Monday to Friday, 9am to 5pm with flexibility required for weekend and evenings

Location: Cardiff Centre

Salary: Competitive + Annual bonus

Summary

Rollout of the Training & Competency Framework to ensure the Collections Department fully meets the expectations of all relevant regulatory bodies, with provisions for both new starters and existing staff. Design and deliver relevant training, meeting business needs. Maintain adequate T&C records.

Responsibilities

1. Rollout new starter on boarding framework and assisting with ensuring ongoing effectiveness and relevance.
2. Develop colleagues and help them attain and maintain (evidence based) competence within a regulated Collections environment.
3. Maintain effective record keeping which fully meets regulatory expectations.
4. Support line managers during the formal performance improvement plan (PIP) process.
5. Assist the T&C Manager in reviewing input such as QA audit findings, case reviews and Complaint root cause analysis to feed into the development of the competency framework and ongoing or ad hoc training/coaching activity.



6. Assist the T&C Manager in the review of external supplier staff training and competency content at least annually (supplier governance) to ensure it meets MotoNovo expectations and supports the delivery of fair customer outcomes.
7. Assist the T&C Manager in regular (formally documented) Collections Training Needs Analysis (TNA) with actions to progress.
8. Deliver competency support tools to enable continued performance improvement.
9. Support local or wider business project delivery where there is a Collections T&C impact or delivery requirements.
10. Provide T&C input into the Collections Transformation Programme and new end to end system process re-engineering and staff training.
11. Assist the T&C Manager in developing a horizon view road map, meeting changes in law, regulation or business policy. Evidence full compliance from a T&C perspective.
12. Work in partnership with internal audit, Regulatory Risk, Operational Risk etc to address any risks identified and deliver (any T&C related) remediation required.
13. Work in partnership with Learning & Development to ensure both technical and non-technical training meets business needs.
14. Ensure that e-learning is completed and track/report progress, work in partnership with the Forecasting & Planning Team to map out time needed to fully meet business expectations.
15. Design and deliver technical Collections training that meets business and regulatory expectations, maintain training materials to ensure they remain up to date.



16. Employ a flexible training and staff coaching approach that fully utilises a range of effective methodologies.
17. Evaluate Collections performance reporting and develop staff training and coaching to help minimise bad debt levels and maximise staff performance against KPIs.
18. To act as a Collections subject matter expert utilising knowledge and experience to support and drive continued performance improvement and fair customer outcomes.

