



JOB PURPOSE

Training and Implementation Manager

January 2019

Company Background

Catton Hospitality, established in 2010, is a group of leisure-based businesses including software, consultancy & training. We also operate three pub restaurants. Our purpose is to improve productivity within the hospitality sector, using software and consultancy. Our flagship software, S4Labour, was created in 2012 in response to requests from hospitality clients for an efficient labour scheduling tool and is used to optimise labour scheduling and management.

Our aims are to:

- Provide our clients with ever superior customer service
- Understand better our clients' labour costs
- Improve their profitability and labour productivity

S4 was 'built by operators, for operators' and is one of our unique selling points

Given labour can account for +30% of operational costs in hospitality, there is a clear need for a tool that matches labour supply with demand and is easy for operators to use and interpret.

We are providing an easy to use, intuitive system which helps people run their business better. We are a people business.

S4Labour is now deployed in circa 1,000 UK sites and receiving fantastic customer feedback

We also have an experienced team of consultants who have worked in the industry for most of their professional careers (our CEO is also a qualified beer sommelier and our CTO a trained chef!) so understand our clients' needs.

Catton Hospitality is a small, friendly, exciting and highly ambitious and innovative business. We are expanding rapidly, with an annual growth rate in excess of 60% a year with more new products being developed.

We have highly-driven, enthusiastic and dedicated colleagues, who contribute to a culture focused on customer care, commercialism and credibility.

Our motto is 'positive, professional and have fun whilst working your socks off.'

You will have real accountability and ownership from day one, coupled with a comprehensive induction and training. This is the role today, but we want to know where you can take it in the future. Besides the job matching, what else can you bring to our company?

If you merely want a job, then we are not right for you. However, if you get excited at the prospect of helping to build a small company while developing yourself and challenging us, then we'd love to hear from you.

Training and Implementation Manager

Job purpose

- Run effective training sessions for all our clients and employees.
- Help clients with the training and implementation process from single site to staged roll out projects.
- Take the lead role to establish and maintain outstanding customer service to all clients and instil a market leading customer services ethos in all Catton employees.
- Establish and maintain the training roles as a self-sufficient, self-funding and cash generative part of the business.

Role description

- All new clients are effectively set up, implemented and trained, from single site operator to complex multi-site companies.
- Deliver existing clients ongoing training in a cost-effective manner (Webinars etc).
- Work in conjunction with the Customer Success Director to effectively plan support training as requested with weekly, monthly and quarterly updates and reviews.
- Create and provide all training support material for clients and employees.
- Create, provide and sell training packages to clients with the objective of covering costs associated with the role on an ongoing basis.
- Work with the sales team to scope out initial engagement plan for new clients, apply broad project management skills to the implementation of this plan including updating risks and issues, deadlines, budgets and resources.
- Represent S4 Labour externally with existing and potential clients, in a professional manner in the proposal and delivery stages of customer engagement.
- Design and deliver standard and bespoke training to new clients on Catton products when requested.
- Demonstrate consistently excellent presentation skills by creating professional presentations which address target audience needs, and clearly and concisely translate S4 Labour service features to maximise sales potential.
- Work directly with the sales team and the account management team on clients' projects. Liaise with relevant teams to discuss any ongoing operational matters, including budgets, performance, risks and issues.

- Ensure an appropriate project methodology is utilised on site across all projects and conduct appropriate reviews where necessary to ensure effective project governance is observed at all times.
- Utilise a project tool to maintain the throughput of resource utilisation, track projects with regards to targets and milestones, and margins.
- Maintain up-to-date knowledge of S4 Labour services developments and if required communicate and network on a regular basis with all employees to ensure maximum understanding and appreciation of these developments and the impact on future business direction.
- Remain committed to self-improvement by conducting self-appraisals after all relevant external meetings and assess strengths and weaknesses and address these accordingly. Demonstrate a commitment to improvement by maintaining and developing current skill set.

Beneficial qualifications, experience, skills, key competencies and personal qualities

- Good working knowledge of S4 Labour and/or related products
- Competent IT skills (MS Office, SalesForce)
- Demonstrable knowledge of training expertise gained within the hospitality environment
- Minimum of 2 A levels in relevant subjects
- Demonstrable training experience gained within a fast-paced environment
- Good experience with training tools and methodologies
- Friendly, helpful, with a desire to deliver excellent customer service
- Full clean driving licence

Department: Customer Success

Location: Field Based with considerable UK travel

Reporting to: Customer Success – Account Director

Direct reports: None

Remuneration

- Competitive basic salary, commensurate with experience
- Car allowance
- Opportunity to join Catton share scheme after one-year service*
- 25 days holiday plus bank holidays
- Healthcare for self*
- Life Assurance (1x salary)*
- Business expenses paid
- 1 months' notice period

*qualifying period and other criteria apply