

Job Description: Training Resource Development Coordinator

Reporting To: Head of Client Services

About Datactics

We are a fast-growing Belfast-based tech company, providing data quality and matching software to a growing number of international banks and to Government departments. Our software is sophisticated yet easy to use, and this is our key difference to the rest of the market: empowering business users to self-serve for data quality. We want to make it possible for banks and governments to have perfect data, fast, and without the nasty side-effects of chronic Excel addiction!

We identify our niche market as RegTech, the regulatory compliance side of Fintech, technology designed for and applied to the financial sector. Our expert engineering, development and commercial teams have many years of combined industry experience and, in response to customer demand and company growth, we are actively recruiting a **Training Resource Development Coordinator** to join us on our adventure.

The Role: Training Resource Development Coordinator

This role provides training resource development capability to the Datactics Client Services team. Supporting the Client Services Support Manager, the role plays an integral part in the development and customisation of training materials to meet the specific needs of Datactics customers, as well as the design and development of face-to-face and online training resources for Datactics staff and users of Datactics software

More specifically these tasks include:

- Development of innovative online learning resources using a range of rapid-authoring, e-learning and multimedia technologies
- Supporting the implementation and review of Datactics training by planning, developing and designing training modules with a range of subject experts. Evaluate and report on the delivery and use of these programmed and online resources.
- Modification and updating existing training materials and support resources in consultation with subject matter experts and Datactics team members.
- Design of new and engaging instructor-led content for on-site training. Design web-based training that is self-paced and engaging.
- Resource provision for training Datactics staff.

NB: Due to the nature of Datactics contracts you may be asked to go through government security clearance.

Working at Datactics

Our employee benefits package includes private health insurance, training allowances and a shared bonus pool. But more than this, we place huge importance on cohesion between all areas of the company so that we can work quickly, efficiently and deliver the best possible experience for our clients and staff. Everyone you work with has grown with the company in the same way, so will be on hand to help! This means that in time you'll be just as able to help others in using our tools and processes.

We pride ourselves on being inclusive and diverse, as we believe these are two of the biggest contributors behind our talented team of circa. 50 people. In fact, we have 13 different nationalities and 40% of female team members which has led to being awarded the Waters Technology 'Best Company for Diversity and Inclusion' in 2020.

Essential skills:

- A minimum of two years resource development experience
- Excellent communication skills
- Experience with delivering training using multiple types of media
- A desire to assume a training management position
- Ability, and desire, to proactively identify improvements to training resources and processes

Desirable skills:

- IT-related experience
- Delivery of training in an IT context
- Strong Presenting skills
- Experience in Software user group development
- Experience in resource provision to software user groups

Personal Qualities:

- Passionate about training
- Determined
- Self-motivated
- Persevering
- Effective team player

English is essential as the vast majority of meetings will be conducted in English. As we've already mentioned, we have a really diverse team, with many languages spoken, so any additional languages are always a bonus.

How to Apply

Please complete an application form available via <https://www.datactics.com/about-us/careers/>