



Training Support Manager

Weybridge, Surrey

We are looking for a Training Support Manager to take full ownership of training and coaching on site. The Training Support Manager will report to the Training and Development Manager while reinforcing the training that is delivered at Puccino's Training Centre. They will act as a true ambassador to the Puccino's brand to champion Brand Standards and best practice.

We offer

- Competitive salary and bonus scheme
- 25 days holiday and Bank Holidays
- Pension
- Death in service
- Your birthday off
- Mileage paid
- Team building charity events

Role responsibilities

- Support the training function through training and one to one coaching
- Enhance and develop skills and knowledge across the group
- Support with site assessments and implementation of Barista of the Year
- Provide training support to our partners
- Support the business in identified training needs
- Support any new sites' openings by working with the Team

Skills and Experience

- Excellent communication skills
- Excellent organisational skills with attention to detail and ability to multi-task
- Experience of working on site in customer facing environment
- Pro-active, demonstrating initiative and problem solving
- Experience in adhering to and driving company initiatives
- Exceptional customer service skills
- Great training and coaching skills
- A deep knowledge of the Brand Standards in the business
- Time management is key
- Great interpersonal skills
- Strong coffee skills/knowledge