

<b>Job title:</b>	Mobile Technical Trainer
<b>Department:</b>	Sales and Marketing
<b>Reports to:</b>	Technical Sales Manager
<b>Responsible for:</b>	
<b>Location:</b>	Home Based
<b>Hours of Work:</b>	37 hpw, flexible between 06:00 and 20:00 Monday to Friday
<b>Closing date:</b>	

### Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



### Job Purpose:

To instruct and train customers and Dennis Eagle employees in the safe operation, maintenance and repair of Dennis Eagle products including their electrical and hydraulic systems at the company’s training centres at Aldridge and Warwick, our regional service centres and our customers’ sites both within the UK and abroad.

### Main Duties and Responsibilities:

#### Technical Training

- To provide mandatory equipment training to internal employees.
- Deliver professional operator instruction and technical training programmes that encompass both class room based learning and practical workshops to ensure the most appropriate and effective teaching can be offered to customers and DE employees
- Train external, internal and international delegates to improve their technical knowledge of DE products and electrical and hydraulic systems in line with all necessary Health & Safety guidelines and DE policies
- Present these technical programmes in a professional and creative way to enhance the learning experience of the delegates

#### Equipment Training

- Deliver professional accredited training programmes that encompass both class room based learning and practical sessions to ensure mandatory training is kept up to date
- To manage the associated presentations and mandatory assessments and paperwork.



### Devising Course Material

- To design new and revise existing training programmes, technical manuals and training material to reflect learning needs as required.
- Design professional training programmes that will aid in the learning of employees and customers on DE products.
- Create innovative course materials and hand outs to aid learning
- Modify existing training material to reflect changes in products design and construction
- Design new innovative training programmes using a variety of mediums to reflect DE's changing product range and customer learning needs
- Construct technical manuals to assist in the delivery of product training courses

### Training Documentation & Administration

- To produce accurate training documentation, reports and evaluations to support the development of the department.
- Produce training reports in line with training department requirements
- Maintain DE training rooms
- Order sundry items for training rooms
- Complete weekly paperwork and expenses claims as required

### Remote Working & Travel

- Work remotely on a regular basis
- Work flexible hours to suit the businesses needs including extensive overtime on an ad hoc basis as required
- Regular travel to customers sites and service centres in the UK and abroad

### Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team [recruitment@dennis-eagle.co.uk](mailto:recruitment@dennis-eagle.co.uk)



Criteria	(E)ssential / (D)esirable
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<b>Knowledge</b>	
• Knowledge of working on RCV or HGV chassis	E
• Good working knowledge of Dennis Eagle chassis / body & bin lift systems & products	D

<b>Experience</b>	
• Previous experience in technical training, coaching and mentoring	D
• Proven experience of designing & delivering innovative training courses	D

<b>Education / Qualifications</b>	
• Formal qualifications in motor vehicle engineering	E
• GSCE English and Maths grade C or above (or equivalent)	E
• CIPD Certificate in Training Practice or equivalent training certification	D
• First aid certification	D
• IOSH managing safely certification	D

<b>Job-related skills &amp; abilities</b>	
• Ability to teach on safe use, maintenance and technical fault finding of DE vehicles	D
• Excellent interpersonal skills to allow for technical knowledge to be imparted to delegates	E
• Ability to devise quality technical manuals & training material	E
• Ability to answer technical questions relating to DE products & engage delegates in discussion and debate	E
• Good working knowledge of Microsoft PowerPoint Word & Excel	E
• Presentation skills	E
• Ability to work autonomously	E

<b>Other requirements</b>	
• Full driving licence	E
• Able and willing to travel as required throughout the UK and abroad	E
• Willing and able to travel frequently	E
• Ability to work in confined spaces, climbing over vehicle, ability to enter/exit bodies, cabs and hoppers	E
• HGV Licence and driver CPC	D

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name \_\_\_\_\_ Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Manager name \_\_\_\_\_ Manager signature \_\_\_\_\_ Date \_\_\_\_\_

