



Take the next step in your career with AXA

Operational Sales Trainer - DCCC

Applications are invited for the position of Sales trainer within the sales and distribution area in the Derry/ Londonderry Contact Centre Springtown Business Park (*Vacancy Ref: AXANI004/2019*).

About the Role

Reporting directly to the Sales Training Manager, the Trainer will be responsible for developing and providing customer and compliance focussed training, focussing on compliant selling and matching products to specific customer needs with main responsibilities:

- Develop training and coaching techniques to instil a positive compliance and customer needs based sales culture
- Specifically focussing on
 - Fair and professional treatment of customers and consumers
 - Consideration for vulnerable customers
 - Adherence to CPC/FCA deadlines and timelines
 - Adherence to CPC/FCA information requirements
 - Requirements for Knowing the consumer and suitability of products
 - Positive customer outcomes for consumers at all stages of relationship with AXA; post sale, claims, renewal, MTA
- Coach staff on customer centric sales techniques in order to offer appropriate products and services in order business objectives
- Develop creative training solutions to improve staff sales competency
- Evaluate staff competency in order to meet MCC/FCA requirements and business objectives
- Keep abreast of best practice in training techniques, course content and delivery ensuring AXA Staff have access to the best and most up to date material
- Design, implement and rollout sales coaching to address training needs as identified in the sales area.
- Engage with local management to understand local coaching requirements.
- Work with the Compliance Dept. to ensure all training and sales coaching content is compliant.
- Ensure that comprehensive reporting structure in place to highlight gaps in sales process and in adherence to the CPC & MCC /FCA requirements

About the Person:

- Ability to manage change effectively
- Excellent communication, training and presentation skills.
- Highly effective planning and organisational skills
- Build effective relationships with key support functions
- Proven sales background
- Experience managing competing priorities and projects
- Understanding principles around adult based learning
- Adequate knowledge of the Financial services consumer codes
- Proven experience in sales training
- Experience in Financial services training environment
- At least 3 years experience delivering classroom / face to face training
- Working towards APA – required within 12 months of appointment

Rewarding you

AXA Ireland offer excellent benefits including competitive market salaries, Bonuses, active sports & social, generous pension scheme and training and development programmes to give you plenty of opportunities to develop new skills and embark upon new challenges.

Does this sound like the job for you?

To apply please email an up to date **CV** and accompanying **Cover letter** outlining your how you meet the requirements of the role and why you would be the best candidate for the job to axacareers@axa.ie.

AXA reserve the right to enhance the criteria to assist in shortlisting.

Closing Date is the 18th January 2019

We are an equal opportunities employer and welcome applications from all suitably qualified persons from across all communities. We ask all applicants to complete a [monitoring form](#) quoting vacancy ref: AXANI004/2019.

Visit www.axa.ie/axa-insurance-data-protection to view our Job Applicant Data Protection Statement.”

To find out more about what AXA Ireland has to offer visit our Website at www.axani.co.uk/career