

## ELLE INTERIOR DESIGNERS LTD.

### JOB DESCRIPTION

**JOB TITLE: TRAINER – INTERIOR DECORATION**

**REPORTS TO:**

**MANAGING DIRECTOR**

#### **JOB PURPOSE:**

The Interior Decoration trainer role requires one to train in Interior Decoration.

As a result one is responsible for ensuring that the training is done in a comprehensive, absolute and detailed manner to ensure that the clients gain optimal value from the course, ensuring that cost / expenditure for their department is within monthly plan, collection of regular and timely feedback from trainees and communication of the same to the line manager, ensure the relevant training material is always ready before commencement of a training module, ensure all training material – documents/ books/ magazines / lap-tops / projectors - are carefully and responsibly used and stored, marketing the training program within the company and/or as relates to customer enquiries etc.

The staff in this role shall lead in the development of the Interior Design module – through continued research/ competitive analysis / staff feedback/ team-work and appropriate training sessions to develop their competencies and understanding of the dynamics of Interior Design training. They will also be directly responsible for availing timely data and information relating to their training needs to enable quick management decision making on the same.

The Interior Decoration trainer will be also solely responsible for development and growth of an effective SPANCOP model – giving updates to their line manager on a weekly basis during the staff meetings on the SPANCOP progress.

From time to time the trainer will also be responsible for contracted staff/interns or skeleton staff as advised by the Managing Director.

#### **DIMENSIONS:**

- a) No. of customers to be trained – 60 per annum
- b) SPANCOP target – 1 in every 4 customers engaged
- c) Revenue – Ksh. 4 Million per annum
- d) Annual Budget/Operating expenditure – Ksh.0.2 Million
- e) Staff management - up to 3 per annum as advised by line manager

**PRINCIPAL ACCOUNTABILITIES:**

- Maintain SPANCOP databases ( Training – Interior Decoration/ Flower Arrangement / Landscaping/ ArchiCAD ) & provide such data and analysis to support sales effort. This includes updating staff on the SPANCOP progress during the weekly staff meetings.
- Maintain / update a comprehensive record of all Interior Design/ Flower Arrangement/ Landscaping/ ArchiCad training files.
- Ensure customers get the training notes after the training sessions.
- Ensure the Interior Design Training module is on track to deliver the Elle revenue and develop solutions to mitigate the short-falls if any.
- Manage implementation of strategies/ training lessons/skills to aid in developing profitable returns to Elle through the training department.
- Participate in competitor analysis on a weekly basis and report on the same. Examples include updates via SWOT analysis, information acquired from various web-sites that will enhance training delivery, costs saving, customer value etc.
- Ensure full compliance to Elle General Business Principles, HRPM, business and financial controls as laid out by the Elle management at all times.
- In partnership with all other Elle departments to continually develop new, exciting and innovative ways to enhance business growth reporting on the same during the weekly staff meetings.
- Identify training options through relevant research, monitor personal costs and expenditure and hold accountability for the same and account for any increases in overheads to ensure greater returns on revenues.
- Participate in all relevant staff trainings/ presentations/ team discussions and other related strategic Elle business initiatives for the staff with a view to improve customer value/retention and growth/ brand value / revenue growth, cost saving and staff growth and development.

**KEY CHALLENGES:**

*Capture in 2-3 challenges to be faced in this position*

- To constantly add value to the business through continual research and self development most of which is largely self-driven. The job requires one to be pro-active, presentable at all times and very driven.
- To implement best practise in interior design training, staff engagement, customer interaction, mentorship and coaching, monitoring and evaluation across the interior design training department , but not limited to, customer portfolio management, profitability, cost-saving etc.
- To always deliver fully on the 4Ps ( People , Professionalism , Price and Program ) as defined in the Elle strategy..

**JOB KNOWLEDGE, SKILLS & EXPERIENCE:**

- 1 years + Teaching experience with minimal Diploma requirement or / Interior design Bachelor's Degree or equivalent / or
- Proven customer care competences
- Proven communication and interpersonal skills
- Basic Interior design business acumen.
- Proven IT systems ( Windows / Office / Business-In- A- Box / Quick Books )
- Professional outlook and appearance at all times

1-2 years experience in Interior design business or teaching will be an added advantage

**COMPETENCES**

- COMMUNICATES AND PERSUADES - (Level : Mastery )
- MANAGES BUSINESS PERFORMANCE - (Level : Mastery )
- TEAM WORKING - (Level : Mastery )
- DELIVERS RESULTS - (Level : Mastery)
- ANALYSES AND SOLVES PROBLEMS - (Level : Skill )
- MAXIMIZES BUSINESS OPPORTUNITIES - ( Level : Can Do)