chalkstring

Software Trainer

About us

Chalkstring is a dynamic, established construction software business with ambitious growth plans and an experienced management team. We develop and support a unique cloud-based project cost control software for specialist subcontractors in construction. Chalkstring helps our customers improve their project financial processes - estimating, procurement, variations, valuations, applications, and real-time cost reporting etc – all within one single integrated cloud platform. www.chalkstring.com

Job description

This challenging role presents an exciting opportunity to join a growing technology business and really make an impact. Capitalising on your experience in training software solutions, you will be responsible for ensuring that all customers are proactively managed to onboard and adopt Chalkstring effectively. You will deliver training both online and in person, and must have a passion for teaching, helping people and building lasting relationships.

Role	
Title	Software Adoption Specialist
Salary/package	• Competitive salary • Working from home & at customers' offices • 26 days holiday
Reporting to	Head of Services
Training	Full product training will be provided
Strategic aim	To capitalise on your past training experience to: • Help customers get up and running quickly & efficiently with the software. • Support software adoption by delivering helpful learning programmes. • Minimise customer churn by addressing customers' knowledge gaps.
Location	This role is a mix of homeworking as well as onsite in customer offices so you can be based anywhere in the UK.
Market sector	Specialist subcontractors across all sectors of the construction industry - commercial, industrial, residential, healthcare, education, retail etc.
Key responsibilities	
	80% of the role Planning and managing onboarding and implementation for new customers

Delivering training and consultancy workshops online and face-to-face for new and existing customers

Continually improving the onboarding process and associated assets to ensure customers are confident to use the software effectively

Designing and implementing training initiatives/programmes that can be delivered on-demand (self service) to build competency and improve engagement

Creating and managing digital assets to help with training, onboarding and support

Documenting internal processes relating to training and onboarding

Generating reports on the performance of the training function

Working with the Account Management function to provide strong handover for new customers and to provide training solutions and resources for existing customers

Researching trends and initiatives in Training and Onboarding to keep improving the services that we provide for our customers

20% of the role

Whilst the role focuses predominantly on training, you'll be a valued and versatile member of the wider business services team. No two days are the same, and from time to time you'll be required to provide cover for our helpdesk, offering guidance and advice to customers via telephone, email and chat.

The relationships you build during training will also play a pivotal part in an Account Management role as you help minimise customer churn.

The expertise you develop about the product will also play a part in assisting with communications and materials for new releases.

Desired competencies / experience	
Experience	At least 3 years' practical experience in developing and delivering interactive training for software solutions (ideally in the construction or financial sector) with a strong grasp of adult learning methods. Experience developing onboarding programmes and related assets desirable.
Systems	Experience using online training platforms & video creation software. Experience using Hubspot desirable. Highly IT literate (CRM/Microsoft Excel/O365/online applications).
Logical thinker	Have a logical approach to problems and strong attention to detail. Ability to understand business process and empathise with different roles and levels of users.
Articulate	Must be articulate and able to explain concepts clearly and concisely, if need be, tailoring responses in different ways depending on the audience.
Presentation skills	Must be comfortable presenting to and managing groups of people confidently, once you are comfortable with the subject matter.

	Must be engaging and enthusiastic, bringing your own personality to develop rapport and build trust.
Attitude	Confident, smart and bubbly with a professional attitude. Must be likeable and enjoy engaging and working with others.
Communication	Must be a clear and confident communicator, in both verbal and written forms. Must possess a good command of written and spoken English.
Independence	Must be very organised and disciplined in terms of workload priorities & time management. Must also be willing to travel nationally as required. Desire to develop your own skills and be an expert in your field.
Influencing	Must be persuasive and able to influence others, especially when helping new customers adapt to new processes and systems. Ability to deal with stakeholders at all levels is extremely important.

Candidate must live in and be eligible to work in the UK.

To apply for this role, please email your CV and covering letter to hello@chalkstring.com.