

BDMA Technical Training Manager (Damage Management)

Location Independent: UK Travel required

Salary: £40,000 - £50,000 plus commensurate benefits package

Overview: The BDMA have an exciting opportunity for an individual to join the BDMA team as Technical Training Manager. The successful candidate will be responsible for developing, coordinating and delivering technical training programmes tailored to the requirements of the damage management industry.

The role will include collaborating with the wider Claims Management industry to ensure the currency of the BDMA accreditation programme, keeping up to date with technological advancements, identifying any additional training needs, and working closely with the BDMA Training sub-committee to deliver the BDMA accreditation strategy.

The candidate will be expected to deliver the current range of BDMA training courses both face to face and using virtual online technologies such as Zoom.

This is an opportunity for the candidate to increase their industry profile and to be involved in the definition of the future direction of BDMA accreditation.

Role and Responsibilities

1. Training needs Analysis:
 - Conduct training needs analysis within the holistic Claims Management industry and identify new areas for training
 - Work closely with the BDMA Training sub-committee to deliver against the agreed training and accreditation strategy and targets
2. Programme Development
 - Design and develop new training material including presentations, hands-on workshops, e-learning modules, technical documentation and manuals
 - Create effective programmes to deliver learning pathways with clear career progression
 - Liaise with key industry partners to deliver bespoke training solutions
3. Training Delivery
 - Deliver BDMA accredited training at various locations including client sites and virtually using online technologies such as Zoom
 - Source and negotiate with technical training vendors and suppliers to procure off the shelf solutions
4. Evaluation and Improvement
 - Work with the administration function to update existing training assets as needed
 - Support the BDMA in measuring the effectiveness of the training through feedback and assessment
 - Make recommendations for continuous improvement based on evaluation results and technological advancements

5. Budget Management
 - Develop and manage the training budget, ensuring cost-effective use of resources
 - Own and manage the relationship with third party suppliers of training and e-learning, identifying any new opportunities
6. Compliance
 - Ensure all technical training programmes comply with relevant industry standards and regulations
 - Maintain subject matter expertise keeping up to date with technological advances
7. Record Keeping and Reporting
 - Maintain accurate records of technical training activities and accreditations
 - Produce regular reporting on training activities for the BDMA Training sub-committee and directors
8. Strategic Alignment
 - Support the BDMA ambition to obtain external recognition for BDMA accreditation standards

Skills required

The successful applicant will demonstrate excellent communication and technical skills:

- Qualified BDMA Senior Technician or willingness to gain the accreditation
- Subject matter expert in the damage management (or very similar) industry
- Proven track record in delivery of training in the damage management (or very similar) industry
- Strong communication and presentation skills
- Proficiency in using learning management systems (LMS) and technical training tools
- Analytical skills to assess training needs and programme effectiveness
- Project management and organisational abilities
- Leadership and team management capabilities
- Able to work independently
- An understanding of Zoom / MS Teams functionality including the set up and use of breakout rooms, and chat functions
- Basic proficiency in MS Office (Excel, Word & Powerpoint)
- Desirable but not essential – an appropriate teaching qualification or willingness to undertake

Experience

- A minimum of 5 years experience in technical training or a related technical role with at least 2 years in a managerial position
- Proven experience in designing and implementing successful technical training programmes

Personal Attributes

- Strong interpersonal skills with the ability to build relationships at all levels
- Creative and innovative thinking to develop engaging technical training content
- High level of integrity and professionalism

- Ability to adapt to changing technologies and work under pressure

To apply, send your CV and a covering letter to info@bdma.org.uk