

Job Title: Training Manager

Reporting to: Director of Training and Implementation

Accountabilities: In-tend Ltd deliver a suite of e-Procurement software and associated services to clients across all marketplaces, both within the UK and Internationally, as required.

The post holder will be required to deliver training to customers both remotely and on site, and assist in achieving (and exceeding) the targeted Training budget in any given financial year.

Job Function:

1. Provide customers with high quality training, in line with standard and/or customised training agendas and programmes
2. Travel throughout the UK and Internationally along with remotely delivery, to facilitate product training and implementation, content webinars and system demonstrations
3. Ensure customer satisfaction with delivered service by means of positive feedback
4. Meet defined training objectives as advised to you by the Senior Training Manager
5. Update the MCP ticketing database with relevant updates; logging time against tickets and projects accordingly.
6. Monitor and report on customer activities and provide relevant feedback and information, as appropriate
7. Attend In-tend's own conferences and exhibitions in relation to your job function, within the UK and overseas, both in person and/or online
8. Undertake in-house training to colleagues on system functionality, and produce training material and publication content as directed, updating regularly
9. Assist in writing specifications for customer bespoke developments as required, liaising with Sales and Development as appropriate
10. Assist in system testing as directed
11. Undertake project/account management as appropriate in relation to new and existing training requirements, liaising with Sales and the Project Management Team as necessary
12. Any other duties as required



General Job Function:

1. Pro-actively learn and understand In-tends core functions and participate in continual training
2. Pro-actively learn the software to a proficient level and participate in continual training programmes
3. Provide appropriate and timely telephone and/or e-mail assistance/responses to inbound correspondence - to include internal and external customers/clients
4. Liaise with other departments for optimal resolution of customer queries
5. Manage expectations of customers and/or provide difficult messages
6. Identify enquiries which may lead to further training or product sales and pass to the relevant department for follow up
7. Share knowledge and work as part of a team to achieve the monthly performance indicators and sales targets as advised to you
8. Ensure all communications with customers are carried out in line with the written standards and procedures defined by the Company and in a professional business manner
9. Attend training to develop relevant knowledge, techniques and skills

Knowledge, Skills and Experience:

1. Proven training experience is essential
2. To act diligently and professionally in a customer facing environment
3. Knowledge of the In-tend suite of software and a willingness to learn and understand new developments, adding to specifications as required by both In-tend staff and customers
4. Experience of delivering presentations to an audience of senior decision makers
5. High level of communication skills, both verbal and written
6. Ability to understand, conceptualise and interpret the requirements of others
7. Degree of personal initiative and responsibility
8. Strong organisational skills with the ability to work to tight deadlines
9. Strong interpersonal skills
10. Ability to work on own initiative and as part of a team
11. Proficiency in a wide variety of IT software

Working Hours

Core Hours - 08:30am – 5.00pm Monday to Friday

Additional Working Hours - Some out of hours will be required to facilitate training visit locations and weekend work (including System Release testing) may also be necessary.

July 2026

