

Job Title: Broadcast Training Consultant

Based: Newbury

Report to: Head of Training & Development

About SAM

SAM is a new company with a unique mix of experience and energy.

We have the vision to deliver business-transforming solutions across the media production ecosystem. Our future-ready systems enable broadcasters, content owners and service providers to evolve their business models to succeed in the consumer-driven era.

We understand that it's not only about the future – to get there, today's needs are also paramount. Our smart, agile technology maximizes efficiency and productivity in today's rapidly changing media landscape.

SAM offers a comprehensive range of products right across the media production chain. Individually, each offers unique, class-leading capabilities.

Role Objective

Our vision is to make SAM the first place end users go to when they need technical or operational knowledge. We will be known across the industry for our knowledgeable people, having the most accessible and accurate training in the industry, and enabling customers to smoothly transition to SAM solutions. Our people will have easy access to knowledge, and will be highly motivated to continually grow their capabilities.

The primary function of this role is to lead the development and delivery of a curriculum of learning offerings, enabling SAM customers, staff, and partners to use our products to the best of their ability. This enablement will be scalable to meet audience requirements worldwide.

Key Duties & Responsibilities

Keep up to date on product development for assigned product areas, through engagement with developers, product managers and customer support.

Within a training-product development framework:

- Perform Training Needs Analysis across customer, internal, and partner audience: through the product development lifecycle; and for specific customers during the sales cycle
- Design solutions to address TNA outcomes with audience learning outcomes. Specify the content and structure of materials
- Develop associated learning interventions, or commission the development. Package training materials for use by a pool of trainers. Maintain materials for currency, accuracy and based on trainer/student feedback
- Deliver training events – for example: first of a kind, train-the-trainer, selected others
- Manage the delivery of training events by others. Ensure good operational communications with customers and trainers
- Monitor and manage customer satisfaction to a consistently high level
- Use a variety of delivery platforms including: classroom, live virtual classroom, recorded self-paced, video, social media/forums, open-lab system access.
- Enable a pool of trainers to provide sufficient geographical reach to train WW audiences.
- Sharing of best practice, for example through FAQs, user forums, partner portal.
- Keep up to date with the latest developments in the training industry, and use these to influence course content, structures and delivery methods.
- Actively and positively work with other people and departments to continually make improvements across the business.

The Ideal Candidate

We are seeking someone with a proven track record in Broadcast Technologies – you could be an experienced Engineer or a Broadcast Trainer

- Architectural knowledge of Operating Systems, Databases and Broadcast IT networks
- You will possess a demonstrable commitment to the training and development of staff
- You will demonstrate an awareness of different learning styles and delivery mechanisms including online training delivery
- Ability to communicate effectively and clearly in a wide range of situations and to interact collaboratively with colleagues inside and outside of SAM
- You will be capable of applying technical expertise to develop and then deliver training. You should be able to manage your own time and training schedules whilst working as part of a team
- You will possess a keen desire to acquire new skills as production processes change and also evidence a genuine interest in shaping the future of broadcasting technology
- You will have the flexibility to regularly travel globally

Benefits for working for us

- 37.5 hours per week
- 33 days annual leave (including bank/public holidays)
- Company pension scheme
- Company Private Medical
- Cycle to Work Scheme
- Perks at Work
- 100% Cash Back Medical policy
- Company Life Assurance
- On site canteen
- Free on-site parking
- Career progression, long term prospects with a strong company