

Manager Retail Training

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Company: Adidas

Location: Taiwan

Category: other-general

PURPOSE & OVERALL RELEVANCE FOR THE ORGANISATION:

Manage the development of retail operations trainings that equip the retail teams with the essential knowledge in achieving business goals and targets. Responsible for identifying and assessing training needs, creating tailored training plans, and implementing various training methods to enhance employees' skills and performance. They monitor training program effectiveness, manage budgets, and stay updated on training trends.

KEY RESPONSIBILITIES:

Training Organization:

Identify and assess future and current training needs with key stakeholders to achieve ultimate business objectives and goals.

Conduct training needs assessments and match courses available within adidas group to the needs.

Develop and manage the retail training calendar in coordination with the District Manager, Operation Managers and Key Account Management teams.

Review training materials received from regional/global and adapt the training to the requirements while maintaining the integrity of the course and its learning objectives to ensure consistent delivery globally.

To be the champion of retail trainings encouraging and inspiring employee's passion to learn and upskill.

Identify opportunities that training programs can help to improve, and optimize training resources and training facilities.

Work with Retail Operations, Marketing and Products teams to develop and refine retail training contents, ensuring the relevance by collecting retail operations guidelines and priority and using own retail benchmark.

Manage training resources including internal and external trainers and ensure training delivery quality remains at the highest level.

Review feedback from participants and training KPIs to recommend improvements.

Develop processes for regular revision of content and effectiveness of evaluation.

Develop stringent control process for monitoring training delivery quality and participant eligibility.

Maintain knowledge of new methods and techniques for training, and training requirements applicable to the organization and/or the industry.

Leverage internal/external expertise to ensure high-impact training delivery.

Support and manage local adaptation of the global/regional training programs and lead through graduation.

Act as a field coach to provide guidance and support to individuals seeking to enhance their job skills and achieve their career goals.

Manage and implement training KPIs and prepare relevant reports to ensure program effectiveness.

Budget & Expenses:

Prepares and implements training budgets.

Manage assigned training budget and ensure cost effectiveness.

Personnel Management:

Set performance and development plan for in-store retail trainers; review and evaluate as well as providing just-in-time feedback to elevate training performance and delivery.

KEY RELATIONSHIPS:

External: Training Vendors

Internal: Retail Operations, Sales, Human Resources, Marketing, and Category Management

KNOWLEDGE, SKILLS AND ABILITIES :

Excellence in Microsoft Office Suite and particularly demonstrating advanced Microsoft Excel and Powerpoint skills.

Fluent in both written and spoken English and Mandarin.

Track record in designing and executing successful training programs.

Demonstrated ability to lead a full training cycle, plan and multi-tasks.

Knowledgeable of various training and teaching methods.

Excellent decision making and organizational skills.

Good sense of ownership and excellent time management skills.

Great interpersonal and communication skills.

Strong understanding of business goals and standards for customer service.

REQUISITE EDUCATION AND EXPERIENCE / MINIMUM QUALIFICATIONS:

University degree or above

Minimum 10 years' experience in retail or related function

Minimum 5 years' experience in retail training development and delivery in leading multinational / consumer goods company, or very successful franchise store manager experience

Experience with apparel retail or franchise training preferred

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