



Trainer (Juta Law)
Reporting to: Key Account Manager
Location: Sandton

The incumbent will be responsible for providing training and developing training materials for e-products as a value add for Juta Law customers. A high performance position wherein he/she will provide all aspects of training to a market of legal and other professionals, including senior government officials. This role is integral in assisting the Key Account Manager to achieve overall goals and targets.

Responsibilities:

- 1. Manage and provide all aspects of training to Juta Law Customers on Law e-products.**
 - Provide group and individual training to Juta Law Customers on Law e-products
 - Key training areas must include navigation of platforms used for Juta e-products, methods of legal research and content of Juta Law publications
 - Develop and manage a training program for Key Account customers on Juta Law e-products, in consultation with Key Account Manager and Key Account representatives.
 - Provide training support to Business Consultants as and when required.
 - Familiarise oneself with all aspects of current and new products and platforms in order to provide knowledgeable training.
 - Set- up and organise training sessions.
- 2. Develop training materials and user guides for e-products**
 - Develop and create user guides for inclusion on e-products and supplementary print user guides.
 - Develop and create training manuals for further use by other trainers, external and internal, trained on Juta Law e-products
 - Develop evaluation system around training ie. Post-training user evaluation forms, formalized reporting structure (to monitor return on investment).
- 3. Report on opportunities for sales, marketing, product and platform development derived from feedback from training sessions**
 - Provide detailed reports on new product opportunities, suggested improvements and enhancements to the platforms.
 - Advise internally on feedback from customers relating to Juta products as well as competitors products.
 - Report on the attendance of training sessions as well as the level of fluency of trainees, pre and post training on the Juta platforms.
- 4. Promote Juta products through training**
 - Training on Juta Platforms must include aspects of Juta content, highlighting relevant aspects in order to promote Juta products.
 - Coordinate with Business Consultants and Key Account Manager for product displays and consultations with trainees in order to promote and sell all Juta Law products.
- 5. Internal Training on Juta e-products**
 - Provide training internally as when required on Juta platform and products, particularly new products.
 - Develop training skills of internal stakeholders (ie Business Consultants).

Attributes:

- A relevant degree or diploma recommended – a qualification in Training or Law would be a strong advantage.
- Appropriate skills and experience in training
- Proven track record in training.
- Sound understanding of Internet, Intranet and optical media concepts and applications.
- Computer Literate.
- A strong service orientation.
- Presentable and professional.

Competencies:

- Ability to network with and build relationships on a high level within the legal market, corporates, government and key stakeholders.
- Ability to perform well under sustained pressure
- Ability to interact with customers at a high level.
- Excellent presentation skills.
- Excellent communication skills
- Able to work independently and without close supervision.
- Energetic, driven and goal-orientated.

Special Requirements:

- Be willing to travel extensively.
- Valid drivers licence, own transport.

We offer a competitive and market related remuneration package, commensurate with experience. To apply, please email your letter of application and CV to Pappy Padachy at lawsales@juta.co.za by 30 November 2012. This appointment will be made in line with Juta's employment equity plan. If you do not receive a response from us in two weeks time, please consider your application to have been unsuccessful.