

## G2 Speech UK

### Training Consultant – Leeds/London

#### JOB DESCRIPTION

The primary responsibility of the role is to train end users on the use of G2 Speech's workflow solutions to the highest quality. This requires producing high quality, current documentation and presentations and delivering training accordingly. The role requires keeping up to date with new product features and updating training when necessary. Reporting to key stakeholders both internally and externally continuously.

#### ESSENTIAL SKILLS

- End user product training of bespoke digital dictation and speech recognition workflow software
- Involvement in end user testing of bespoke digital dictation and speech recognition software
- On-going support of digital dictation and speech recognition software through advice/guidance to our customers and our project teams
- Acting in an advisory and consultancy capacity to all customers on general training aspects that relate to our software / workflow solutions
- Creation of both internal and external facing documentation for training programmes
- Providing remote and onsite support as and when required
- Timely escalation of issues to Project Manager when required
- Direct liaison and customer requirements gathering for new projects
- Direct liaison with 3<sup>rd</sup> party support to log and manage faults through to resolution and implementation on customer sites
- Completing visit reports, and customer reports in a timely manner to the highest level of quality
- Working as part of a dedicated project team
- Proactively adding/updating internal and external knowledge bases
- Understanding of integrated solutions within the NHS
- Willingness to travel and be away from home. 60% travel, 40% office based.

#### ORGANISATIONAL RELATIONSHIPS

Accountable to: Implementation and Service Manager

Responsible for: n/a

#### DESIRABLE SKILLS

- Previous training experience in the NHS and/or legal markets
- Previous experience in training for digital dictation and speech recognition technologies
- Previous experience in providing training on Philips and Olympus software and hardware.

#### ESSENTIAL QUALIFICATIONS/EXPERIENCE

- Full EU driving licence
- Must have own a car, as travel across the UK is a requirement of the role.



## DESIRABLE QUALIFICATIONS/EXPERIENCE

- TAP diploma or equivalent
- Microsoft Office product certification
- ECDL

## ABOUT US

G2 Speech was founded in 1998, since then we have polished and perfected the art of providing digital dictation, speech recognition and workflow management solutions. We successfully provide our products in the UK, Ireland, Belgium and Holland. Within the UK we currently deliver solutions to over 35 major NHS Trusts. Globally we have around 25,000 users accessing our product every day.

At G2 Speech, we believe that dedicated and friendly staff make a real difference in customer service and solution delivery.

