

Wine Trainer & Educator

Permanent contract.

COMPANY BACKGROUND

Hallgarten Wines has 85 plus years of experience in the UK wine trade. We market and sell over 1,200 wines from some of the greatest wine producers in the world through our strong sales team to all sectors of the UK trade - restaurants, hotels, independent wine merchants and national multiples.

THE OPPORTUNITY

We are looking for someone with positive energy and enthusiasm that is qualified to WSET Level 3 to join our Wine Training Department. Previous training and or presentation experience is essential as you will carry out WineSure (our own training programme), WSET or bespoke product training courses for customers as required, with full responsibility for course administration in conjunction with the relevant salesperson. Within this role the successful candidate will have a particular focus on delivering training for key customers with national reach – e.g. Marstons Pub Company (Pitcher & Piano, Revere, Revere Country Inns). Ideally you will have experience within the hospitality sector and you must have a clean driving licence to be able to fulfil the requirements of the role.

KEY RESPONSIBILITIES

- Coordinate the training programme for key accounts to ensure consistency across all sites and customer satisfaction. Manage and deliver high quality training as required.
- Agree, coordinate and deliver wine training as required:
 - **WineSure:** Hallgarten's own WineSure training in its entirety or using modules to ensure understanding. Support the development and usage of the WineSure training app (*due late 2022*)
 - **Bespoke Product Training:** Develop and implement a tailored, focused programme of training relevant to the customer.
 - **WSET:** Carry out WSET training to the permitted level, in accordance with WSET guidelines
- Manage the administration and delivery directly with the customer and relevant salesperson.
- Help develop and deliver training tools as required in order to ensure continual improvement of the Training function
- Monitor competitors training where possible, and ensure that our training programme is the equal of – if not better – than our competitors.
- Working with the Sales and Marketing teams to ensure the training programme is marketed and promoted correctly.
- Attend tastings with the Buying team in Head Office and generic trade tastings to ensure knowledge is current.
- Maintain accurate record of training given and ensure the training calendar and the costings spreadsheet is kept up-to-date.

KPI's

- Achieve target pass rates
- Positive feedback received from customers and sales people
- Monthly report delivered on time
- Provide regular reports on our competitors' training activities

REQUIREMENTS

- Well-organised, with the ability to multi-task and work to deadlines.
- Excellent administrative and coordination skills, with a high attention to detail.
- Excellent inter-personal skills required to build strong relationships with customers

- Excellent communication and presentation skills – able to adapt presentation style as required (e.g. to trainees where English is their second language)
- Good knowledge of WSET resources available
- Computer literate: confident in using Microsoft 365 tools – Outlook, Word, PowerPoint, Excel
- Passion for wine, and keen to share that passion and knowledge with others
- Energy, enthusiasm, positivity, curiosity
- Presentable – dresses appropriately for the occasion and audience
- Embraces the Company Values
- Take responsibility for own development by highlighting any training or support needs

WHAT IS ON OFFER

- Competitive Salary
- Professional development with wine qualifications; this role will require the individual to study for the WSET Diploma and WSET Educator qualifications after the 6-month probationary period ends. (This will be funded by Hallgarten)
- Car Allowance
- Bonus Structure
- Pension scheme
- 25 Days Annual Leave per annum with the ability to purchase up to 5 days

ADDITIONAL INFORMATION

- This role requires frequent (sometimes extensive) travel around the country, some evening work and some overnight stays away from home.

Our 5 values are Partnership, Positivity, Passion, Pride and Progression; you will find a collaborative, supportive friendly team at Hallgarten Wines which gives you the platform to succeed and grow.

We are an equal opportunity employer and are committed to equality of opportunity for our current and future employees irrespective of their gender, age, race, disability, marital status, religion or belief, or sexual orientation.

Closing date for applications is Friday 1st July. Please send an up-to-date CV to hr@hwnwines.co.uk