About Alacer Software Ltd

Alacer has served the software needs of the Hospitality sector since 2005. We are industry experts who focus solely on delivering smart, intuitive technology to meet our customers' evolving needs. Our clients range from gastropubs to 5-star spa hotel resorts and our software supports their profitable growth.

As a people-first company we know that the best results are achieved by happy people who enjoy working together towards a clear vision, but with the freedom to challenge the status quo and innovate new ideas. We therefore try to create a comfortable, supportive, enjoyable working environment where everyone has a voice and there is plenty of healthy challenge (without stretch becoming stress). We also value and support colleague development with training budgets available to meet individual growth opportunities and access to online training and research resources.

In return, we ask that colleagues are open and honest, invest in their own skills and knowledge, and take the time to understand customers' needs and the wider business objectives. Alacer sales and marketing colleagues then put their talent and passion to work by promoting our solutions and ensuring that new and existing customers' needs are understood and met. We have a healthy culture, built around our shared core values and beliefs:

- *One Team, One Purpose*   - *Strive for Excellence*
- *Challenge, Innovate, Improve*   - *Honesty with respect*
- *Passion and Personality*   - *Profit with Integrity*

Job Specification: *Trainer*

We are searching for a trainer to work as part of our training team, based at our Cambridge office. We are looking for someone with previous experience of working in the Hospitality sector, who is passionate about delighting customers, and who will become a valued member of our diverse and growing team.

The successful applicant will plan, design, and deliver end-user training on Alacer's suite of hospitality software. You will be given full product training and industry recognised qualifications in training design and delivery, but to be successful, you will need to draw on your previous industry experience. Training is delivered at customer's premises, at Alacer's training facility (just outside Cambridge) and remotely.

Essential experience:

Experience/understanding of the hospitality industry is essential, preferably having held a supervisory role

Ideal Candidate skills and experience:

- A general understanding of point-of-sale and booking systems is desirable.
- Full UK driving license with the ability to travel to sites around the UK.
- Approachable and able to build rapport with contacts at all levels of customer organisations.
- Confident in talking to small groups of people or on a one-to-one basis.
- Good basic understanding of MS Office, Internet, and email.

About the Package

- Working hours are Monday to Friday 8.30am - 5.00pm
- 25 days paid holiday, plus Bank Holidays
- Monthly car allowance
- Paid business mileage and company credit card for work expenses
- Company laptop and iPhone
- Company healthcare cashback
- Industry recognised TAP training qualification