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 individuals who enjoy working together towards a clear vision, but with the freedom to express themselves and challenge the status quo and suggest new ideas. We therefore strive to create a comfortable, supportive, enjoyable working environment where everyone has a voice and is challenged to deliver their best work. We also value and support colleague development with training budgets available to meet individual growth opportunities and access to online training and research resources. Alacer are based in Cambridge but offer hybrid / remote working to meet individual needs. The important thing for us is that we have the best people and support them to allow them to make their best contribution.

In return, we ask that colleagues are open and honest, invest in their own skills and knowledge and take the time to understand and deliver against customers' needs and the wider business objectives. Alacer training colleagues then put their talent, industry experience and passion to work by designing, creating and delivering training content and ensuring that new and existing customers' get maximum benefit from our systems.

We are proud to have built a healthy culture around our shared core values and beliefs, which inform how we work:
  - *One Team, One Purpose*   - *Strive for Excellence*   - *Profit with Integrity*
  - *Challenge, Innovate, Improve*   - *Honesty with respect*   - *Passion with Personality*

Job Specification: *Trainer*

We are looking for exceptional communicators with previous experience working in a hospitality operation and passion for the industry. The successful candidate will become a valued member of our growing team, putting this passion and experience to work in a new way, working with the best independent hospitality operations in the UK to ensure their people are best placed to get all the benefits Alacer's technology offers for their operation.

The successful applicant will learn to plan, design, and deliver blended end-user training content for Alacer's suite of hospitality software and keep in touch with customers to provide ongoing follow ups to ensure they are getting the best from the platform as their needs and the systems evolve. Full product training and industry recognised qualifications in training design and delivery are provided, but to be successful applicants will need to draw on previous industry experience and show they can manage deadlines and effectively engage, and build rapport, with people in a variety of contexts. Alacer's training is primarily delivered remotely, with travel to customer sites as needed for meetings and to support their onboarding journey. A major part of this role, however, will be designing, building and updating engaging, pre-recorded training content and user guides to ensure that training is accessible, cost-effective and scalable.

Essential experience:

Experience of working in a hospitality operation is essential, preferably having held a supervisory role. The role allows colleagues to use this experience to help customers benefit from solutions that support the same operational challenges

Ideal Candidate skills and experience:
- Experience with point-of-sale and booking systems as a user, and an interest in technology is highly 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.
- Comfortable using software to achieve tasks and composing professional correspondence.

About the Package
- Competitive salary (£28 - £35k, depending on experience)
- Working times are Monday to Friday 8.30am - 5.00pm with 25 days annual leave (not including Bank Holidays)
- Monthly car allowance and option of salary sacrifice EV scheme and free workplace car charging
- Paid business mileage and company credit card for work related travel expenses
- Company paid cashback healthcare scheme and mobile
- Industry recognised TAP training qualifications