

## JOB SPECIFICATION

# Training Consultant

### Essential Information

**Job Title**

Training Consultant

**Team**

Learning and Enablement

**Line Manager**

Director of Learning and Online Enablement

**Location**

London Bridge/Winnersh with Flexi-working

**Employment Type**

Full time, permanent

**Package**

- Salary commensurate with responsibilities of role
- Performance-based bonus
- Comprehensive benefits, including life and health cover
- Participation in an HMRC EMI share options program

**Thames Valley**

Artesian House  
Gazelle Close  
Winnersh  
RG41 5QS

**London**

Runway East  
Chapter House  
18 Crucifix Lane  
London  
SE1 3JW

**Contact**

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[people@fullcircl.com](mailto:people@fullcircl.com)

## We go FullCircl

FullCircl connects the insight you need when it matters most. We partner with more than 700 of the UK's leading banks, insurers and FinTech to deliver market leading insight on their business customers. Clients use our product to solve three mission critical business challenges, namely how to: identify & acquire, verify & onboard and retain & grow customers.

Following the recent acquisition of W2, a specialist compliance and fraud platform, FullCircl's identity solutions products are maturing to reach new regulated markets, including gaming and gambling.

Our web applications and APIs are now used by more than 15,000 end users in large clients including **Barclays**, **Lloyds**, **NatWest**, and **Aon**, as well as powering digital journeys for high growth challengers such as **Tide**, **GoHenry**, **Mettle**, **Caxton**, and hundreds more.

Having established a roster of blue-chip enterprise clients in the UK, FullCircl is now looking to expand its reach through continued investment in the platform and exciting partnerships with category leading vendors including **Acturis**, **nCino** and **IDNow**.

FullCircl has more than doubled in size over the past two years and is now a scale business that has been profitable since early 2022.

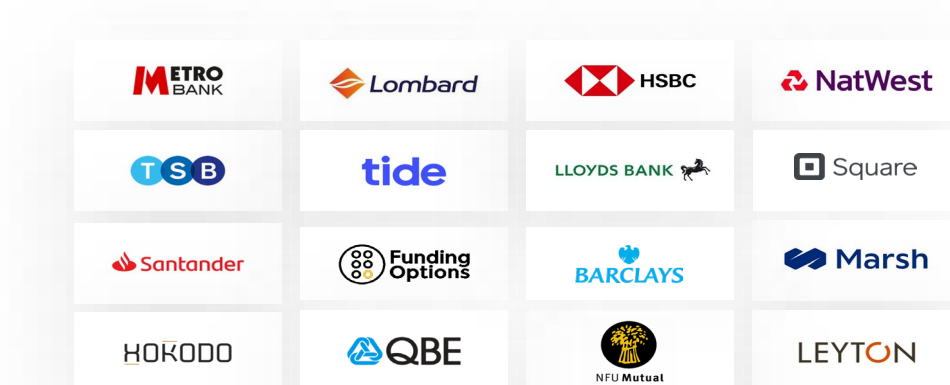
FullCircl was formed in 2021 following the merger of Artesian Solutions and DueDil. In September 2023 FullCircl acquired W2 Global Data Solutions. FullCircl is backed by top-tier investors which include Octopus Investments, Notion Capital, Augmentum Fintech and notable angel investors which include Dr Steve Garnett (EMEA Chairman SFDC).

## We GRAFT to get it done

We want to hire like-minded people which is why our core values are important because if you join us it is pretty important that you fit right in. Ask yourself, do they describe you?

| Growth Mindset                   | Resourceful                  | Accountable       | Factual   | Team                                |
|----------------------------------|------------------------------|-------------------|---|-------------------------------------|
| We are the change we want to see | We find a way to get it done | We do what we say | We tell it like it is (without being a jerk about it) | We put the mission before ourselves |

## We're trusted by 600+ leaders in Financial Services



*This merger brings together two exciting UK FinTechs both of which play a key role in the broader NatWest Group; providing client relationship intelligence for our frontline and business development teams and, via their integration with Mettle, helping us completely automate business account opening. I am looking forward to seeing what the combination of these two great innovators will bring.*

**Ian Isaac Managing Director – Lombard**

## What we can offer you

We realise at FullCircl that it takes a dedicated team of brilliant people to continually innovate, push boundaries and exceed expectations. To us this means creating opportunities for employees to be challenged, take ownership over initiatives, spread their wings, and feel safe to try new things. We are passionate about creating a culture where your progression is a unique experience, with you in the driver's seat. We pride ourselves in bringing together a diverse group of individuals with the skills,

energy and shared passion to help us do amazing things. Still led by our three original founders, we're constantly on the lookout for rising stars.

- We are a team that has a clear view of where it wants to go and are committed to supporting each other to get there.
- We have created an environment where driven and accountable people thrive, and the development and progression of people in our team is a top priority.
- We have been successful by building relationships with senior leaders in banking, insurance and FinTech and consistently delivering value to their teams.
- We operate in an environment where your contributions will be meaningful and good work recognised.
- We provide competitive compensation and benefits and believe employee ownership is a key part of cultivating the mindset we want from everyone.

## THE ROLE

### Training Consultant

This is a really exciting opportunity to join our company in a period of growth, supporting the delivery of our bespoke learning programs for our customers.

FullCircl learning programs are all encompassing and designed to educate and showcase the value of our service to our customers. We offer live onsite workshops, live interactive webinars, and offline recordings and self-paced e-Learning options, providing a blended learning approach. Our core courses are CPD accredited and are highly regarded.

Our live sessions focus on our license holders getting hands on, where they have the ability to build their profiles, ask questions and participate in group discussions and activities, while being guided through set up and best practice tips by the trainer.

This role is perfect for someone who is early into their career in training delivery, so can quickly get up to speed delivering FullCircl training, but is also interested in learning more about end to end, consultation, design, delivery and results analysis. We provide a lot of in house coaching as well as access to LinkedIn Learning to support your growth and development.

### Key Responsibilities

You will help our clients fully understand their application and drive adoption of FullCircl through creating and delivering engaging learning programs. You will understand the customer's needs, help develop their learning strategy, and ultimately deliver FullCircl across their organisation.

Specifically, your week will include:

- Delivering webinar style training to a range of customers and onsite workshops
- Being creative in the production of online learning materials, videos and guides
- Being innovative and proactive, by always looking for ways to improve efficiency, delivery, content and evaluation
- Administration and maintenance of the learner management system to record attendance and progression of courses
- Meeting deadlines and working closely with customers to meet their expectations
- Training administration including survey results, reporting and booking your own travel

The above statements are a snapshot of the role and are not intended to be an exhaustive list of all duties and responsibilities required.

## Our ideal candidate will have

- Exceptional training delivery, public speaking and facilitation skills
- Good planning, presentation, time and project management skills
- Excellent writing and content composition
- More than 2 years training experience
- Have previously hosted engaging interactive webinars using Zoom, Webex, MS Teams or similar
- Professional certificates in Learning and Development preferred
- Demonstrable knowledge and understanding of learning philosophy and adult education practices
- Willing and able to travel and spend time with customers UK wide (when appropriate)
- Working experience in animation and tutorial software such as Articulate and Camtasia would be an advantage
- Working experience of LMS systems would be an advantage
- Experience with Salesforce.com, MS Dynamics or similar CRM would be an advantage

## Our Amazing Benefits

- Hybrid/Flexible working model
- 25 days annual leave, with the ability to purchase more days!
- Life Assurance and a fabulous Employee Assistance Programme
- Private Healthcare for you - talk to us about adding your family!
- Discounts on various retail stores, gyms memberships and a bike scheme
- Access to LinkedIn Learning
- Peer to peer recognition...and much, much more!

## About Us

- We have a culture deeply engaged in D&I and have a team dedicated to overseeing this
- There are 18+ languages spoken between us!
- We actively engage with and support charitable initiatives and volunteer opportunities
- Our skills are shared through our Mentorship program, all are welcome to join
- All ideas and feedback are welcomed. We want all FullCircl'rs to have a voice

*"No matter what stage you are in your career, at FullCircl you are viewed as an individual and given the opportunity to own your development. During my time at FullCircl, the nurturing culture has grown my confidence and given me the opportunity to work with some of our biggest clients."*

Chloe Weatherill, CSM at FullCircl

## How to Apply

If this role is of interest send your CV to [CV@fullcircl.com](mailto:CV@fullcircl.com) and we'll be happy to have a conversation - speak soon!