



**Job Pack**  
Training and Support Coach  
(Trainee)

*For further information please contact us at:*

[jobs@kbssoft.co.uk](mailto:jobs@kbssoft.co.uk)

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## Advertisement

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*A varied role for a compliance software company within an energetic and friendly team. No compliance or software experience needed, full training given.*

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### Our Details

<b>Employer:</b>	Kirklands Business Solutions
<b>Location:</b>	Perth based company, role can be carried out remotely anywhere in Scotland
<b>Key Contact:</b>	Calum Fleming, Training & Support Manager

### Overview

Kirklands Business Solutions is a market leader in Anti Money Laundering compliance, offering a range of services through our brand, AMLHub. We are a passionate, innovative and fast-growing company who are looking to expand our team of training and support staff.

We are proud of our team and feel strongly that personality and being a team player are more important than the experience you may have. We have worked to create a welcoming environment and this role has potential for someone who wants to carve a career in an emerging market with lots of opportunities for career progression.

Although based in Perth, this role is suited to any individual who has a reliable internet connection, can communicate effectively on camera, and can bring a wealth of enthusiasm. We want to find the perfect candidate who enjoys helping people, has lots of energy and is willing to work dynamically across the range of services and training we offer clients. The ideal candidate will have experience delivering training, preparing materials, managing their own diaries and possess strong computer skills. A large part of the work is very detail orientated and requires a keen eye for checking over work to a high standard.

You must be confident with problem-solving and lateral thinking in response to customer questions, and have the stamina to be consistently engaging whilst delivering training via video-conferencing. You should also have an interest in either software, compliance, or training and development. Candidates with prior experience in delivering online training and/or training others in software (professionally or as a volunteer) are desirable.

This role is for a trainee, with the expectation to move to a full team member position after 6 months of being in post. You need no prior knowledge of compliance or Anti-Money Laundering (AML) legislation to apply, we will provide full training in house to prepare you for training others. As we grow, opportunities will arise for advancement into roles such as Team Leader and Training and Support Co-ordinators.

## Application Process

Please email [jobs@kbssoft.co.uk](mailto:jobs@kbssoft.co.uk) with a covering letter and CV (please send this as a single PDF containing both) responding to the person specification including why you think you might be a good fit for our company. We actively encourage you to tell us a bit about yourself and will be delighted to receive applications which stand out.

Candidates will be invited to attend a short initial interview over Zoom, with successful candidates being invited to a second, more detailed interview. In the interview you should be prepared to: answer questions related to the person specification; present a short training session on a pre-prepared topic; and demonstrate, through a practical exercise we will set, your ability to learn quickly. Full details will be sent in advance to candidates.

The closing date for applications is **Friday the 11<sup>th</sup> of March 2022**, with interviews expected to take place during the two weeks that follow. Our aim is for contracts to be signed and all new starts to begin at the start of May at the latest.

***We politely ask that for this role recruitment agencies do not contact us. Due to the large volume of calls we receive from recruitment agencies any agency ignoring this message will, unfortunately, be removed from our potential supplier list.***

## Job Description

### Summary

As a Training and Support Coach, you will have three distinct roles within the organisation, and your time will be split amongst them depending on demand. Each role should develop your skills and cross-pollinate from one to the next to give you a well-rounded skillset and a varied working week.

**Training** – Training new and existing users on how to use our extensive software offerings as well as delivering compliance training through courses, webinars and e-learning. You will be assigned clients and/or sessions and be expected to liaise with key stakeholders to arrange training. You will complete some preparatory work ahead of the sessions, record attendance and compile session notes as well as follow up communication for feedback and further sales opportunities.

**Helpdesk** – We operate a support helpdesk for all of our software users and also receive external enquiries related to compliance matters. You will share a workload of support queries with colleagues, assisting clients and escalating issues where appropriate. You will also assist with the creation and maintenance of our knowledge base help articles.

**Support** – We support clients in being AML compliant in a variety of ways and offer more direct support for their firm/business. You will work with clients to implement best practices, assist with onboarding procedures, and attend meetings with key stakeholders to assist with the delivery of compliance throughout their firm. You will be working directly with the end-clients of our firms, conducting Customer Due Diligence/Know Your Client (CDD/KYC) duties for firms. This area of work requires impeccable attention to detail and will form the largest part of your work day to day.

There may occasionally be a requirement to present in person around the UK as well as attend some in person training/events yourself. This will be a very small part of the role and travel/accommodation will be covered where necessary.

You will be liaising with a number of teams within the business - from software development to accounts to IT Support - in order to ensure newly onboarding customers have the highest level of customer experience possible. Often you will be responsible for connecting many different strands of our business to our customers as you will have such a high amount of contact time directly with clients. Support is always available and provided, but you will be required to confidently communicate across teams and often with leadership within our client's business.

### Day to Day Responsibilities

- Delivering live and interactive training sessions to both new and existing clients
- Providing punctual support and advice to staff of client firms both on AML legislation and the functioning of our AML software
- Assisting client firms with AML procedures including CDD/KYC onboarding
- Keeping an accurate and up-to-date calendar of all training and coaching appointments
- Liaising with clients to agree timetables for training
- Building and maintaining trusting and effective relationships with staff of client firms
- Building and maintaining internal and external support documentation
- Keeping up to date with our software and new features
- Building and maintaining an in-depth knowledge of AML/Compliance legislation
- Contributing to the development of our software and processes

## Terms

<b>Job Title:</b>	Training and Support Coach (Trainee)
<b>Working Time:</b>	Mon-Fri   09:00 -17:00
<b>Contract Type:</b>	Full Time (40hrs/week) and Temporary   <i>Permanent post traineeship</i>
<b>Remuneration:</b>	£21,000   <i>£26,000-£32,000 post traineeship</i>
<b>Location:</b>	Remote Working
<b>Travel Required:</b>	Occasionally
<b>Reports to:</b>	Training Co-ordinator/Training Manager
<b>Flexible Working:</b>	Flexi-time available, occasional weekend/evening work may be required.

## Benefits/Perks

- Competitive salary with progression opportunities
- Company pension scheme
- 36 Days holiday per year

## Person Specification

SKILLS AND ATTRIBUTES	ESSENTIAL	DESIRABLE
Positive attitude, energetic and a team player	√	
Excellent written and verbal communication	√	
Self-motivated and impeccably organised	√	
Rapid learning capabilities	√	
Excellent attention to details and accuracy	√	
Strong IT skills	√	
Ability to break down and explain complex information effectively	√	
Honest, trustworthy and respectful of confidential information	√	
Happy working in a flexible SME environment	√	

EDUCATION AND QUALIFICATIONS	ESSENTIAL	DESIRABLE
HNC/Level 4 Qualification or higher		√
Training or Coaching Qualification		√
AML training or qualification		√

EXPERIENCE AND KNOWLEDGE	ESSENTIAL	DESIRABLE
Provision of training or coaching (formal or informal) to others	√	
Training others in the use of software applications		√
Experience working in the Legal or Financial Sector		√
Experience of using online applications/software	√	
Knowledge of Anti-Money Laundering Practice/Guidance		√
Experience working on a helpdesk		√
Customer Due Diligence or Know Your Client knowledge		√

## Career Progression

Role	Pay Scale	Responsibilities
Trainee	1. 21,000	Thorough training package for 3 months, blend of online learning and self-study, building up to shadowing other trainers. Aim by end of 3-6 months to have delivered training under supervision. On successful completion of traineeship, graduating to Team Member.
Team Member/Senior Team Member	1. 26,000 2. 28,000 3. 30,000 4. 32,000	Delivering training, completing paperwork, liaising with clients and reporting to Co-ordinator.  Working on helpdesk, creating and updating knowledge base articles.  Supporting firms with their client onboarding and basic reporting.
Team Leader/AML Specialist	1. 30,000 2. 32,000 3. 34,000 4. 36,000 5. 38,000	In addition to Team Member Role:  Providing coaching and support to other team members and conducting internal training for your team.  Working on escalated tickets on helpdesk and reviewing and conducting quality assurance on knowledge base articles.  Supporting clients with higher level consultation on compliance, including regulatory reporting, audits, assessments and co-ordination of their internal training plans.
Co-ordinator	1. 36,000 2. 38,000 3. 40,000	Overseeing and supporting the Teams/Team Leaders, developing training plans & resources, training, assessing and onboarding new Team Members.  Working on escalated tickets, managing productivity of the helpdesk, and feeding into product development team for future updates of software.  Onboarding our clients, booking standard training for firms, delivering product demos, management of training events and some marketing our training offerings.