

Group Manager - VnA Training - Pune

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Company: WNS

Location: pune

Category: other-general

Job Description High level objective of aforementioned role is to oversee Hiring Voice and Accent Training Improvement plans Client Management Stake Holder Management and representing Culture and Communication team. This includes but is not limited to SLA delivery noncontractual metrics as may be agreed upon from time to time and stakeholder liaison as defined by the stakeholder management matrix. Further deliverables also include metrics over and above training throughput and governance as defined by the Goal sheet. These include VoC target as defined by business management communication projects for value addition and attrition. To lead and manage the Trainers to drive V and A and floor support training teams for on-time and quality delivery. To work closely with the stakeholders Internal, external. understand the Training needs and align the team to deliver the requirements. To manage Stakeholders represent CCT in different forums WBRMBR QBR. Plan Training sessions by working closely with the WFM team. Drive and improve English Communication Chat, Email Voice and Soft Skills and Floor Support for on time and quality delivery Content Creation. Training NH batches and conducting floor support interventions when the need arises. Conduct TNI and TNA to program the modules as per the process needs. Conduct TNA through NPS CSAT Quality Analysis. Conduct TNI through floor interventions. Frontend skill management initiatives including coaching & training SLA Management for all. Floor Training Initiatives. On Time Reporting of DSAT Management Drives. Prepare site related management reports WBR MBR. Ensure optimum utilization of training resources within the site. Liaise with Operations to ensure there is adequate and effective training support provided. Analyse and identify internal, external customer

requirements through data analysis and use training as a tool to resolve issues. Report accurate statistics. Consistently achieve or exceed quality training and targets. Conform to company and client security requirements. Qualifications Graduate CELTA certification would be an advantage

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