Group Manager - VnA Training - Pune

Apply Now

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

Apply Now

Cross References and Citations:

1. Group Manager - VnA Training - Pune Muscatjobs Jobs puneMuscatjobs ↗

2. Group Manager - VnA Training - Pune UsajobscentralJobs puneUsajobscentral↗

3. Group Manager - VnA Training - Pune Ukjobscentral Jobs puneUkjobscentral ↗

4. Group Manager - VnA Training - Pune CopenhagenjobsJobs puneCopenhagenjobs ↗

5. Group Manager - VnA Training - Pune Businessjobs Jobs puneBusinessjobs ↗

6. Group Manager - VnA Training - Pune StartupjobsnearmeJobs pune Startupjobsnearme↗

7. Group Manager - VnA Training - Pune GhanajobsJobs puneGhanajobs↗

8. **Group Manager - VnA Training - Pune** Irelandjobs　Jobs puneIrelandjobs　↗

9. **Group Manager - VnA Training - Pune** Free-job-postings　Jobs puneFree-job-postings ↗

10. **Group Manager - VnA Training - Pune**Openairmedia　Jobs puneOpenairmedia ↗

11. **Group Manager - VnA Training - Pune**EcuadorjobsJobs puneEcuadorjobs↗

12. **Group Manager - VnA Training - Pune**JohannesburgjobsJobs pune

Johannesburgjobs↗

13. **Group Manager - VnA Training - Pune**Luxuryjobs　Jobs puneLuxuryjobs　↗

14. **Group Manager - VnA Training - Pune**Nutritionistjobs　Jobs puneNutritionistjobs　↗

15. **Group Manager - VnA Training - Pune**SapjobsJobs puneSapjobs↗

16. **Group Manager - VnA Training - Pune**Fitnessjobs　Jobs puneFitnessjobs　↗

17. **Group Manager - VnA Training - Pune**MaxillofacialjobsJobs puneMaxillofacialjobs

↗

18. **Group Manager - VnA Training - Pune**Unitedkingdomjobs　Jobs pune

Unitedkingdomjobs　↗

19. **Group manager - vna training - pune Jobs Pune** ↗

20. **AMP Version of Group manager - vna training - pune** ↗

21. **Group manager - vna training - pune Pune Jobs** ↗

22. **Group manager - vna training - pune Jobs　Pune** ↗

23. **Group manager - vna training - pune Job Search** ↗

24. **Group manager - vna training - pune Search** ↗

25. **Group manager - vna training - pune Find Jobs** ↗