

# Training Success Specialist, Nordics

## Overview

Are you looking to start a career in a business which will provide you with real insight into the world of transformational change, and a potential pathway to other specialisms linked to organisational change? Would you find it stimulating to work with, and support the learning of, hundreds of different people over the course of a year? At Prosci, a global leader in change management solutions, we are seeking intellectually curious individuals to join our team as Training Success Specialists as the entry point to the wonderful world of change. As part of the TSS function at Prosci Europe, you will join a multicultural, enthusiastic and change oriented team that continuously strives to deliver upon Prosci's values.

You will get to work with, and offer practical advice on, the suite of Prosci digital tools. This is an opportunity to become a deep subject matter expert on the tools in the Prosci Portal, and to demonstrate that expertise. In addition, and partnering with the classroom Instructor, you will have a focus on ensuring the training programme runs smoothly, troubleshooting technical issues and creating a seamless experience for participants before, during and after training.

At Prosci Europe, we firmly believe that we cannot achieve our business goal without a thriving team. The Training Success Specialist role is an excellent entry point for individuals embarking on, or in the early stages of their professional journey. It provides a unique opportunity for growth and development within our organisation, and can be a stepping stone into various other roles within our business, such as change advisory, operations management, marketing, growth, or instructing. Of course the Training Success Specialist role is also fulfilling in its own right and can be a rewarding career path for those who choose to stay.

## Key Responsibilities

- Partner with the Instructor to create an unforgettable classroom experience for Prosci's clients on both virtual and in-person courses.
- Preparing training venues and liaising with catering staff as host for in-person training.
- Build rapport with course attendees and foster productive relationships, for example, by addressing any questions or needs as they arise during or after training.
- Take pride in becoming expert on the Prosci digital tools
- Be confident to lead delivery of aspects of the course material
- Remain up-to-date on latest Prosci solutions, training offerings and thought-leadership to enable you confidently and competently to begin business development conversations in the classroom and accurately hand details to our growth team
- Be thorough: proactively work with colleagues in our operations team to ensure all pre, in-course, and post course activities are completed efficiently
- Analyse participant feedback and performance metrics to drive continuous improvement in our training programmes.

- Collaborating with participants from global organisations to facilitate the creation of change strategies and implementation plans.
- When not actively supporting training courses, you will have the opportunity to engage in cross-functional collaboration on internal projects. For example, supporting our marketing team with webinars, blog posts and research projects.

## Candidate Profile

Based on this role's scope and responsibilities, we are seeking candidates with the following qualifications, skills, attributes, and competencies:

### Minimum:

- Able to facilitate and lead group activities as well as being a confident public speaker.
- Intellectually curious and self-starting; this is not a role for those waiting to be tasked before acting.
- Excellent time management and organisational skills.
- Demonstrate adaptability, flexibility, and the ability to problem-solve.
- Professional proficiency in spoken and written Danish and English.
- Have a keen eye for detail while maintaining a focus on the bigger picture.
- A warm, responsive and friendly communication style and a genuine interest in people.
- Good working knowledge of MS 365, online meeting platforms, and CRM systems.
- Team player, able to work collaboratively with others.

### Preferred:

- Professional competency in other European languages, e.g French, or Spanish.
- Previous experience of managing or hosting small scale events
- Educated to degree level, or possessing an equivalent level of experience.
- Experience of project, learning & development or adult learning related work would be useful.
- An understanding of EU & UK data protection regulations in relation to managing and storing personal and professional data.

## Additional Information

**Travel Requirements:** Regular travel within Europe is required for this role, including nights away from home.

**Work Location:** mix of client sites, training venues and remote home working.

If you would like to apply for this role, please send your CV to [talenteurope@prosci.com](mailto:talenteurope@prosci.com)

At Prosci, you'll find more than a job. Here, you can contribute to meaningful work in the world, co-create your professional experience, and learn and grow. Our global team is rich in experiences and passion for helping our clients create change success, and we will provide you with the formal training and in-post mentoring you need to flourish.

We offer a competitive compensation package including participation in an annual bonus scheme, LinkedIn Learning access, and multiple employee-led interest and resource groups. If you're ready to launch your career in change management Prosci is the place to be! Apply now and be part of something extraordinary.

Prosci is an equal opportunity employer that is committed to inclusion and diversity. Employment opportunities at Prosci are available to all applicants, without regard to race, color, religion, sex, sexual orientation, gender identity, genetic information, national origin, age, disability, or any other legally protected characteristics. You can learn more about our efforts to build a more inclusive, equitable and diverse organisation: <https://www.prosci.com/about/dei>.

Due to the volume of CV's we receive for each role we are unable to reply to every applicant individually. If you have not received a response from us within 30 days of submitting your CV, you should assume your application has been unsuccessful.

By applying for this role you are consenting to your personal data being shared with Prosci Inc (US-based), or Nexum Group SRL AND/OR **any** of its group entities trading as Change Management Africa SARL, CMC Italy SRL, CMC Partnership Asia PTE Ltd, CMC Partnership Global Ltd, CMC Partnership SA (PTY) Ltd, CMC Partnership (Schweiz) GmbH , NEXUM Belgium SPRL, NEXUM France SARL, NEXUM Luxembourg SA, NEXUM Nordics ApS, NEXUM Switzerland SA. This means that your data may be shared and/or stored outside of the country of application for up to 5 years, in the locations of any of the aforementioned affiliates or with Prosci Inc in the United States, for the purposes of reviewing your application and presenting you with any suitable future employment opportunities.

**Founded in 1994, Prosci is a global leader in change management and the provider of choice for 80% of Fortune 100 companies.** Prosci combines scientific research with the people side of change to deliver results-focused solutions that enable clients to achieve change outcomes and grow organizational change capability. Prosci maintains the industry's largest body of change management research—the basis for the company's tools, methodologies, advisory services, and role-based development programs. To date, Prosci has certified over 100,000 change management practitioners worldwide.

The company is headquartered in Fort Collins, Colorado, with offices in Europe, Australia, Brazil, Canada, Chile, Colombia and Mexico , plus a number of Prosci Partners around the globe. Prosci is continually expanding directly and through its global partner network to ensure change success for clients no matter where they are located. Check out our website for more about our team and approach: <https://www.prosci.com/about>.