

# Providence Job Specification for Open Requirement

## Technical Training Instructor

**1. About Providence** – Providence provides government, defence, and law enforcement customers with bespoke capability development initiatives, equipment procurement solutions, and best-in-class operational training. We leverage our collective experience in defence, policing, and intelligence operations, to provide an innovative and dynamic approach to delivering services, products, and solutions for our clients.

We are a small business located in rural Herefordshire and Steenberg (in Holland), with a tight-knit team and a fast-paced, energetic working environment. We are seeking to grow by sourcing new skills and talent into our established business lines. We understand that people are the engine behind Providence, and we draw on our technical, operational, and specialist experience to provide the know-how and support to solve some of our clients' most challenging operational problems.

**Description** – Providence is seeking an experienced technical instructor to manage complex training deliverables, teach theory and practical lessons, and support our technical services team. The successful applicant will report to the Training Director, where the bulk of their initial responsibilities will be.

### 2. Job Details

**Job Title:** Technical Training Instructor  
**Contract Type:** Full Time  
**Department/Team:** Training  
**Job Location:** Harewood End, Hereford  
**Reports to:** Training Director  
**Responsible for:** Technical training delivery, support to Instructors and Courses, technical advice in tactical context (for both customers and the Training Team) and developing a supporting a robust pipeline of diverse technical training offerings.

### 3. Main Purpose and Scope of Role

The position will support and deliver all technical training at Providence and work to both develop and deliver novel solutions and training courses.

### 4. Principal Responsibilities and Accountabilities

- Act as the technical SME for the Training Team and work with colleagues in the technical services team, to balance our approach to technical training, sales, technical support, and the showcasing of best of breed technologies.
- Instruct, understand, and develop our Technical Training capability by becoming familiar with all technologies available from our Products & Solutions department. Then, over time, improve, consolidate and develop new instructional aids, lesson plans, techniques, and a structured syllabus to formalise technical training standards in support of the Training Director's intent. Blend this with market and product knowledge to evolve technological advancement to ensure that Providence continues to be market lead with product solutions and offer strong value to customers, and to assist with cross-selling efforts.
- Assist the Training and Products & Solutions Directors with the development and delivery of Providence's sales pipeline for 2023 and beyond.
- As a training Instructor, develop broad product knowledge, and liaise with customers to capture their requirements. As a member of a cross-functional team: identify gaps for and between the Products and Training disciplines, highlight where Providence can add unique value, and work collaboratively to deliver novel solutions and solve operational problems for customers in the field.
- Develop a systematic approach to expanding the scope and relevance of Providence Solutions when delivered in the context of Technical Training.
- Work with other Instructors and our Training Department to ensure the delivery and maintenance of training standards. Assist with training preparation and implementation as required.
- Work with the Sales Team and Products & Solutions Director to identify new opportunities for development, based on technical and tactical knowledge, as well as contemporary customer operations and requirements.
- Work with customers regularly, understand their requirements, and act as a key and uniquely qualified touchpoint within Providence for technical operations (tactics, equipment, preparation, installations, and planning considerations).

## 5. Additional Responsibilities or Requirements

- Attend business events, shows, and open days as required, and work to modernise demo and seminar content to reinforce and market Providence's value in readily consumable formats.
- Ensure that all training and instruction is delivered in line with Health and Safety guidelines.
- Assist with compliance measures for the maintenance of ISO 9001 and focus efforts on the quality of customer experience.
- Have a full driving licence and passport.
- Eligible for background checks and security clearance.
- Physically fit and able to deliver lessons and instruction for protracted periods, including in inclement weather, in the field, and at night in rough terrain.

## Person Specification

Details	Essential	Desirable
<b>Education</b> <ul style="list-style-type: none"> <li>• Hold a Level 3 qualification (equivalent to A-level) in any subject</li> <li>• Minimum of five years educational industry experience</li> <li>• Be formally qualified in a relevant technical or surveillance discipline, or be able to demonstrate experience and confidence in those fields (this will be assessed at interview)</li> </ul>	<p>Yes</p> <p>Yes</p>	<p>Yes</p>
<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Strong technical knowledge of surveillance fundamentals (including audio, video, tracking, triggering, and target exploitation) with the ability to present theoretical aspects and deliver practical lessons as an instructor</li> <li>• Deep background in technical operations</li> <li>• Familiar with ISO 900, Health &amp; Safety, and other governance and assurance matters</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	
<b>Skills, Abilities, and Attributes</b> <ul style="list-style-type: none"> <li>• Articulate and well-rounded, with good communication skills and instructor credentials - presents well and can hold an audience</li> <li>• Good attention to detail, especially in practical work and technical problem solving</li> <li>• Credible and experienced student mentor who will add value to our constantly evolving Training Department</li> <li>• Strong team ethic with the ability to work in a small, busy team and produce consistent results with minimal supervision</li> <li>• Strong listening skills</li> <li>• Enthusiastic approach to learning new skills and technologies</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
<b>Experience</b> <ul style="list-style-type: none"> <li>• A defence, government, or policing background is a requirement, or candidates must demonstrate experience in working with or consulting for these customers in a specialist capacity</li> <li>• Working understanding and experience of Microsoft Office products</li> </ul>	<p>Yes</p> <p>Yes</p>	
<b>Personal Attributes</b> <ul style="list-style-type: none"> <li>• Enthusiastic approach to learning new skills and technologies.</li> <li>• Dedicated to working with customers and clients to fulfil their requirements and exceeding expectations.</li> <li>• Ability to build long-term relationships through outstanding service and a multi-year approach to engaging with them.</li> </ul>	<p>Yes</p> <p>Yes</p>	<p>Yes</p>