

# United Arab Emirates Jobs Expertini®

## Training Manager | Retail Division

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Company: Al Futtaim Group

Location: , Dubai, United Arab Emirates

Category: other-general

Al-Futtaim Established in the 1930s as a trading business, Al-Futtaim is one of the most progressive regional business houses headquartered in Dubai, United Arab Emirates. Al-Futtaim operates through more than 65 companies across sectors as diverse as commerce, industry and services, and employs in excess of 20,000 people across the UAE, Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, Egypt, Pakistan, Sri Lanka, Syria, Singapore and Europe. Entrepreneurship and rigorous customer focus has enabled Al-Futtaim to grow its business by responding to the changing needs of the customers and societies in which it operates. Al-Futtaim is committed to offering customers an unrivalled choice of the world's best brands with exceptional standards of customer service and after sales support. Structured into seven operational divisions; automotive, electronics, engineering and technologies, retail, financial services, general services, real estate and joint ventures, Al-Futtaim maintains a decentralised approach, giving individual businesses flexibility and versatility to maintain a competitive stance. This benefits employees, providing a clearly defined work culture where individuals are empowered with authority and responsibility for their work. The success of Al-Futtaim is attributed to proactively managing change whilst upholding the values of integrity, service and social responsibility. The majority of businesses, built on a portfolio of world leading brands, dominate their sector. We are looking for a Training Manager to design, develop and deliver training material and programs to retail teams in order to develop product knowledge and skills to achieve commercial objectives and relevant customer satisfaction scores. Reporting to the HR Manager you will be responsible for the following:\*

- \* Gather training requirements specific to store to drive commercial targets and customer satisfaction

scores in line with commercial calendar in coordination with OpMinimum Qualifications and Knowledge: Bachelor's Degree  
Job-Specific Skills: \* Minimum 7 years of experience in Training/ Learning & Development role\* Excellent written & verbal skills in English & Arabic\* Strong Presentation & Training Skills\* Knowledge of MS Office applications\* Knowledge of adult learning psychology\* Flexibility to travel and deliver trainings in various locations  
Behavioural Competencies : \* Ability to create a positive group climate and adjust to participants learning\* Thoroughness & Attention to Detail\* Leadership Skills and Strategic Thinking\* Good Planning & Organisational Capabilities\* An Energetic & Self-Motivated\* Competent in using MS Office Tools, About The Company Established in the 1930's, the Al-Futtaim Group initially operated as a trading enterprise. Rapid development throughout the 1940's and 50's saw it establish itself regionally as an integrated commercial, industrial and services organisation, positioning itself one of the leading business houses in the lower Gulf region. Today, it operates collectively over 40 companies bearing the Al-Futtaim name, dominates many market segments in the UAE, and has expanded its sphere of operation to include Bahrain, Kuwait, Qatar, Oman and Egypt. The Group comprises a diverse range of strategically positioned operating subsidiaries and associate companies, structured to give the Al-Futtaim Group the flexibility and versatility to keep ahead of local competition while keeping pace with the ever-evolving global business scenario. The Group's continued investment in world-class systems technology is clear evidence of its commitment to maintain leading edge performance and service delivery. The success of the Al-Futtaim Group can be attributed to a business approach that combines the ability to change with the traditional values of integrity, service and social responsibility that define its core business philosophy. This, linked with the Group's belief in decentralisation, gives the heads of the operating companies a high degree of functional autonomy and authority, providing the Group with essential flexibility, and individual employees a clearly defined work culture and sense of responsibility.

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