TRAINING & DEVELOPMENT MANAGER

The NET-A-PORTER Group has successfully established itself as the world’s pioneering luxury online fashion retailer. Comprising NET-A-PORTER.COM, the global fashion destination for content and commerce, THEOUTNET.COM, the most fashionable fashion outlet, and MRPORTER.COM, the global men’s style destination, these prestigious brands offer an unparalleled shopping experience. With its acclaimed editorial format, curated buy and flawless service to customers, the group is building on its success within the Asia Pacific region by opening offices in Shanghai and Hong Kong, enabling it to deliver even faster service to its rapidly growing customer base.

As such, we are seeking a talented and enthusiastic Training and Development Manager to lead the development of the training team in order to provide an outstanding probationary training service to all new recruits, to ensure competency levels of all distribution assistants are maintained and standard operating procedures are strictly followed and fit for purpose.

"Net-a-porter has revolutionised the way we buy designer clothes." Vogue UK

Key Responsibilities:

PEOPLE MANAGEMENT

- Manage a team of training assistants, ensuring sufficient training resource is provided across all shift rotations and during peak intake periods.
- Motivate and encourage the team to provide an outstanding service.

TECHNICAL MANAGEMENT

- Deliver an outstanding probationary service to all new recruits supported by an effective Probationary Review System.
- Develop training materials, multimedia visual aids and other educational materials.
- Implement training performance benchmarks in order to ensure the training program enables the company to achieve its strategic goals.
- Develop a robust and engaging training method that incorporates the technical aspect of the role with the DC3 standards of excellence and the Net-a-Porter BLESS values for every new starter. Supported by an effective appraisal system.
- Manage the training assistants to deliver ongoing competency training as and when a need is identified via the performance review process or poor performance.
- Consult with the shift managers in order to identify the training needs of their team.
- Contribute to the development of the DC3 Induction in line with the Net-A-Porter cross site vision for Induction.
- Ensure that the training team resources are assigned efficiently to all projects, seasonal intake and training activities.
- Work with HR to develop and produce the material for a programme for high performing Distribution Assistants as identified by management, to progress towards First Line Management level.
- Work with HR to develop the ‘Be the Best’ Road Map for First Line Management to incorporate introduction to the management and leadership competencies.
- Evaluate and communicate the success of individual and generic training programmes.
- Keep up to date with all new systems and work processes within the Distribution function.
- Promote a safe working environment through delivery of safe working practice training to all.

**Distribution Teams**

**GENERAL MANAGEMENT**
- Demonstrate continuous effort to improve the work processes, control costs and work co-operatively with Distribution management to improve the customer service offering.
- Promote a continual improvement environment through a high performing training team.
- Promote company values and lead by example.
- Be an ambassador for Operational excellence, linking to the Lean six sigma methodology.
- Maintain excellent communication and presentation skills.
- Be responsible for continual self-development.
- Be confident in the evaluation and reporting processes used.

**Essential Skills & Personal Attributes**
- Fluency in written and spoken English and Cantonese.
- Excellent spoken Mandarin desirable.
- Knowledge of either lean manufacturing or six sigma desirable.
- Previous experience delivering hands on training in a fulfilment environment.
- Knowledgeable about growing trends in training programs.
- Proven track record of added efficiency and employee motivation and loyalty associated with training programs.
- Personable, friendly, efficient and customer service orientated.
- Excellent eye for detail and high level of quality in setting standards.
- Pro-active and able to show initiative/ideas to constantly improve employee effectiveness and service to the business.
- Proven ability to lead by example.
- Exceptionally well organised and efficient.
- A flexible approach to work, hours of work, and be prepared to work additional hours from time to time.
- Capable of working under pressure and in a fast-paced environment.
- Proven ability to work to stringent deadlines.

**To Apply**
Please apply via the website www.net-a-porter.com/careers