**Retail Trainer – UCIT Program**

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| **Location:** | **Badarpur (New Delhi)** |
| **Reports to:** | **Sr. Manager – Operations /Regional Coordinator** |
| **Section 1 | About Udayan Care** | |
| Udayan Care believes that a family is an anchor for the development of a strong and balanced individual. “Udayan” is a Sanskrit word meaning “Eternal Sunshine”. Like the sunlight nourishes life on earth, our programs are designed to nurture and strengthen individuals and their families.  Registered in 1994 as a Public Charitable Trust, Udayan Care works to protect and nurture vulnerable children in a family-like environment, support the education of young girls, and provide vocational skills to women and youth, in 34 cities across 15 states of India. Our mission at Udayan Care falls under #1, #2, #3, #4, #5, #8, #10, #11, #16 & #17 SDG goals.  **Udayan Ghar Program** focuses on creating a family-like environment for children in need of parental care. Children grow up under the guidance of mentor parents and utmost care is taken for individual attention for every child. The Ghar program also extends into Aftercare to cater to young adults, who on turning 18, move out of childcare homes.  **Udayan Shalini Fellowship Program** is a one-of-a-kind initiative that provides financial assistance, personality development, and employment opportunities to deserving and talented girls from weaker socio-economic backgrounds. The end objective of the program is to create educated, aware, and confident women who take charge of their lives and strengthen their birth families as well as their own families.  **The IT program and Skill Development Centres** provide livelihood options to underprivileged youth and women close to home such that they can contribute to the family income, lessening the burden on the primary earner of the family whilst enhancing their independence  Our **Advocacy work** is focused on ensuring and enhancing the rights of children without parental care. Our advocacy team works closely with the Governments of Bihar and Madhya Pradesh in partnership with UNICEF, to build, operate, and hand over projects for organizing aftercare youth. Since 2020, Udayan Care’s Aftercare Outreach Program has supported youth leaving other Child Care Institutions.  Udayan Care is the founding organization for the Biennial International Conference on Alternative Care. BICON was conceived in 2014, to bring together stakeholders to discuss regional challenges, best practices, and emerging issues related to family strengthening and alternative care for children and youth in South Asia. | |

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| **Section 2 | Purpose of the Role** |
| The Retail Trainer is responsible for developing and delivering comprehensive training programs to our retail students. This role plays a vital part in ensuring our students have the knowledge and skills to provide exceptional customer service and achieve sales targets. This position requires excellent communication and presentation skills, as well as a strong understanding of the retail industry. |

| **Section 3 | Key Responsibilities** |
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| * Preparation of sessions and delivery of training to improve participants' sales techniques, product knowledge, and customer service skills as per training guidelines and material applicable to the program. * Monitor and evaluate the progress of participants through assessments and feedback to ensure the effectiveness of the training programs * Design and implement comprehensive sales training programs, including course materials, presentations, and hands-on activities, tailored to the needs of diverse participants. * Maintain accurate records of training activities, attendance, and participant progress. Provide regular reports to management on training outcomes and areas for improvement. * Stay up-to-date with industry trends and best practices in retail training and incorporate them into training programs. |

| **Section 4 | Experience & Qualification** |
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| * Bachelor's degree in a related field or equivalent experience. * Proven experience as a Retail Trainer or similar role in the retail industry (Minimum 2 Years). * Excellent communication and presentation skills. * Proficiency in Microsoft Office Suite (MS Word, Excel & PowerPoint) and learning management systems. * Ability to work independently and collaboratively in a fast-paced environment. |

Udayan Care is an equal-opportunity employer. Applicants and employees are not discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by the laws in India.

Udayan Care accords the highest priority to its commitment to creating awareness, ensuring prevention, reporting, and response to all disclosures of abuse, violence, neglect, or exploitation or its threat for all children, young persons, and vulnerable adults that the organization is in contact with. Our CIRCA values, Code of Conduct and HR norms clearly regulate and ensure the implementation of the highest standards towards zero tolerance of any safeguarding concerns. We ensure that all employees, consultants, contractors, suppliers, vendors, or resource persons understand and sign off on our Child Protection Policy, the Safeguarding Policy, and all accompanying policies of Udayan Care.

**How to Apply:** Please download and fill out the Application form and send it to  [recruitment@udayancare.org](mailto:recruitment@udayancare.org) along with your updated resume.

**Clause:**

**Child Protection and Safeguarding Policy:**

Any employee, consultant, contractor, supplier, vendor, or resource person, shall read, be aware of, and sign to comply strictly with the Child Protection Policy, the Safeguarding Policy, and all accompanying policies of Udayan Care. Udayan Care gives the highest priority to its commitment to creating awareness and ensuring prevention, reporting, and response to all disclosures of abuse, violence, neglect, or exploitation or its threat for all children, young persons, and vulnerable adults that the organization is in contact with. Our CIRCA values, Code of Conduct and HR norms clearly regulate and ensure the implementation of the highest standards towards zero tolerance of any safeguarding concerns.