**Job Description**

**Job title:** Training Manager

**Reports to:** Head of Development and Sustainability

**Direct Reports:** Trainer

**Based at:** Marsh Street, Hanley

**Hours of work:** 24 hours per week, may include occasional evening and

weekend work

**Salary:** £32,961 per annum, pro rata to £21,380 per annum

**Job Summary**

As our Training Manager you will be responsible for the development, delivery and evaluation of all training material to ensure that we continue to anticipate and meet the needs of our customers.

You will work closely with the Head of Development and Sustainability and take an innovative approach to new business, regarding training delivery and commissions.

You will lead the training team in delivering high quality training material to our customers, staff and stakeholders.

**Main Responsibilities**

* Take the lead in promoting NSM as a provider of high-quality training
* Actively explore and promote opportunities to deliver training to new organisations, businesses and professionals and to offer additional training packages to our existing customers
* Ensure effective arrangement, delivery and evaluation of external training
* Respond to requests for training from other organisations, businesses and professionals
* Liaise with the team internally, as well as outside agencies as necessary to ensure effective delivery of training
* Ensure that all training deliveries are adequately and appropriately staffed
* Deliver training to other organisations, businesses and professionals
* Support other NSM trainers, paid and volunteer, in the delivery of external training by providing lesson plans, trainer and learner workbooks and all necessary resources
* Facilitate team leadership of our Trainers to offer support and feedback, and to monitor the quality of training delivery
* Maintain an overview of all external training delivered by NSM by monitoring any trainer reports submitted by trainers and by monitoring all learner feedback
* Share all learner feedback with the relevant Trainer(s) and with each commissioning organisation
* Complete relevant monitoring and evaluation of all external training delivered by NSM and produce reports as required by external bodies or commissioners, the Chief Executive, Head of Development and Sustainability or Council of Management
* Proactively monitor the training service monthly Management Accounts in order to maintain an overview of financial performance
* Create and regularly review relevant documentation, for example, NSM’s Training and Development Policy (and other policies as required by NSM), training SOP’s, Risk Register

**General Responsibilities**

* + Work in accordance with North Staffs Mind’s values, aims and objectives
  + Provide a positive representation for the organisation both internally and externally, including promoting our work
  + Comply with all organisational and departmental policies and procedures and internal and external quality assurance processes
  + Promote positive understanding, awareness and attitudes towards mental health as part of day-to-day duties
  + Work at all times to promote equality, diversity and individual rights
  + Be efficient, responsible and maintain a high level of personal organisation; keeping accurate and appropriate records and providing information for monitoring and evaluation as required
  + Participate in and actively contribute to individual line management, training and team meetings; attend all staff meetings and organisational events as required
  + Work flexibly, being prepared to perform other duties commensurate with the role which may include new areas of operation following consultation
  + Work alongside and ensure active service user participation in all aspects of work including design, implementation and monitoring of activities.

**Person Specification**

**Qualifications/Qualities/ Skills Demonstrated by**

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| A relevant Diploma/Degree or professional qualification in Training (or equivalent) | Essential | Application form |
| Knowledge of the principles of adult learning and the implication for design of different training approaches | Essential | Application form |
| Excellent communication, networking, and presentation skills | Essential | Application form and interview |
| Ability to work with people from different professional backgrounds | Essential | Interview |
| Skills to negotiate and develop change | Essential | Interview |
| A good understanding of mental health issues | Essential | Application form and interview |
| Ability to work co-operatively in a fast-paced environment | Essential | Application form and interview |
| Ability to set standards and monitor quality and effectiveness of training | Essential | Application form and interview |
| Ability to develop, present, deliver and commission training programmes of an excellent standard | Essential | Application form and interview |
| Experience of leading a team | Essential | Application form and interview |
| Strong organisational and IT skills | Essential | Application form and interview |
| Ability to work on own initiative and be self-motivated | Essential | Application form and interview |
| Able to keep cool under pressure and work flexibly | Essential | Interview |
| Ability to write reports and formulate proposals and plans | Essential | Application form and interview |
| Ability to work with budgets | Essential | Application form |
| Demonstrate acceptance and commitment to the principles underlying equal opportunities | Essential | Application form and interview |
| Demonstrate flexibility and be willing to attend external and internal events to represent NS Mind | Essential | Application form and interview |
| Commitment to own CPD and willingness to attend training as necessary | Essential | Application form and interview |