

1. Job details	
Job title	Training Delivery Manager - Workplace & Community Training
Salary band	Band 3
Accountable to	Operations Manager, Training Delivery

2. Job summary
<p>To line manage, organise, motivate and develop a team of Trainers to ensure the delivery of courses for external customers at the required standard in multiple locations across a dispersed area. Ensure the effective delivery of both workplace and community training courses.</p> <p>Coordinate community training activities.</p> <p>Line manage a Training Coordinator and support/coach Training Team Managers and lead Sector/area-wide initiatives.</p> <p>Lead area/sector/national initiatives and projects related to workplace training delivery or community training, including being a primary point of contact and coordinating with the relevant other functions and teams involved.</p>

3. Main duties and responsibilities	
1	Line manage a team of Lead Trainers, Trainer Assessors, Trainees and Training Coordinator, including their recruitment, training and development, performance management and being the primary channel for communications and dealing with issues arising. Also act as a coach and mentor to Training Team Managers (who themselves are trainer line managers).
2	Implement a performance management culture in line with SJA policies, including making sure that 1-1s, PDRs and team meetings take place regularly and with recorded outcomes and actions.
3	Coordinate community programmes and build effective relationships and partnerships with relevant external stakeholders, ensuring effective delivery and achievement of objectives
4	Ensure the effective and professional delivery of the full range of training courses to customers through the organisation and coordination of staff, training venues, resources, logistics, transport and accommodation, working with colleagues in the Resources teams
5	Devise and lead appropriate team and continuous professional development activities, and ensure that all training activities and materials used meet with relevant organisational and statutory policies, quality management, health and safety, legal stipulations and general duty of care, working with colleagues in other teams (such as Standards) as necessary
6	Achieve budget, business plan, and other targets as directed by the Operations Manager, Training Delivery and produce regular reports on performance
7	Lead or assist in the identification of, application for and reporting/management of charitable and public funding for community training programmes
8	Act as a focal point in the sector for professional expertise, including working with colleagues in Sales & Customer Services regarding responses to customer enquiries and bids, course development and media enquiries
9	Be an active member of the management team to develop the business, optimise costs, improve courses, enhance customer confidence and drive continuous improvement
10	Ensure customer satisfaction, including ensuring suitable venues, complaint management, appropriate trainer behaviour/communication with delegates; working with other departments as necessary
11	Develop self and maintain knowledge in relevant field at all times and exhibit, promote and celebrate the values of St John Ambulance, along with demonstrating a dedication to the organisation's mission, vision and objectives
12	Perform any other duties commensurate with these responsibilities, the band of the post and the skills and qualifications of the post holder

4. Person specification			
This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.			
Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level or equivalent (at grade C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Nationally recognised Level 4 training qualification or equivalent experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
Experience			
Extensive experience of leading a successful team in a quality-driven, customer focussed and commercial environment, including remote workers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Proven experience of effective and appropriate decision making and sound financial management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of community training and working with community stakeholders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of successfully developing and training people	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of managing/coordinating managers/supervisors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to communicate effectively at all levels and integrate activities across multiple stakeholders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
An understanding of training procedures and protocols (quality assurance)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Ability to manage, motivate a dispersed team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Expertise in First Aid/Health & Safety training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to work on own initiative, as part of a team and under direction from line manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Motivation			
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
An understanding of and willingness to adopt the values of the organisation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
Willingness to be flexible to meet the needs of the role including being willing and able to work unsociable hours and travel throughout the country	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

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