



Job Title:	Training Team Manager	Job Band:	Band 4
Reporting to:	Operations Manager, Training Delivery	Size of Team:	100-180
Direct Reports:	18 Circa		

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. Work with relevant colleagues and stakeholders to resolve issues, coordinate implementation of initiatives, engage with community and workplace customers, and ensure that training delivered is of the required standard, at the right time and cost effective.

Key Responsibilities

- Line manage a team of Lead Trainers, Trainer Assessors, Trainees, including their recruitment, training and development, performance management and being the primary channel for communications and dealing with issues arising
- 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
- Implement community programmes with the relevant external and internal stakeholders, ensuring effective delivery and achievement of objectives
- 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
- Lead appropriate team and continuous professional development activities, and ensure that 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
- Act as local management and liaison regarding workplace/community training issues including resolution of issues, management of trainer sales, implementation of policies and procedures, health & safety of the trainers, the delegate experience and liaison with local customers
- Achieve budget, business plan, and other targets as directed by the Operations Manager, Training Delivery and produce regular reports on performance
- Be an active member of the management team to develop the business, optimise costs, improve courses, enhance customer confidence and drive continuous improvement
- Ensure customer satisfaction, including ensuring suitable venues, complaint management, appropriate trainer behaviour/ communication with delegates; working with other departments as necessary
- 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
- Perform any other duties commensurate with these responsibilities, the band of the post and the skills and qualifications of the post holder.

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills and to adopt the values of the organisation
- Be flexible to meet the needs of the role including being willing and able to work unsociable hours and travel extensively



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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	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (at grade C) inc Maths & English	✓	
Nationally recognised Level 4 training qualification or equivalent experience		✓
Recognised assessor qualification		✓
Experience		
Experience of playing a leadership role in the management of a successful	✓	
Experience of working in a quality-driven, customer focussed and commercial environments		✓
Experience of successfully developing and training people	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
An understanding of training procedures and protocols (quality assurance)		✓
Ability to manage and motivate a dispersed team	✓	
Expertise in First Aid/Health & Safety training	✓	
Able to use and apply technology effectively, including MS Office applications at an intermediate level	✓	
Ability to work on own initiative, as part of a team and under direction from line manager	✓	

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

Date of preparation: 20/10/2016