

**Job Description – Training Team Leader**

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| Responsible to | Learn Well Service manager |
| Salary | £27,741 NJC Scale 23 |
| Hours per week | 35 |
| Annual Leave per annum | 25 (rising to 30 days after 5 years) |
| Main base | Post will be split between working from home and Manchester |
| Contract | Fixed term to March 2022 |
| Level of DBS check | Enhanced |

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| Main aims of the post |
| To work with the Learn Well Service Manager to support the delivery of staff training within the Big Life group and the delivery of a number of external training contracts.  To performance manage training, supervise staff, ensuring they are confident and supported in their roles, and assure the quality of training through analysis of training evaluation data and learner feedback.  To monitor and manage online training portals and provide timely responses to training queries generated through the portal or training inbox.  Toschedule training delivery plans and produce monthly KPI and performance highlight reports and share data to enable the team to review course content, process and delivery. |

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| **Main duties of the post** |
| 1. To schedule training and post training support across all contracts for all trainers accounting for contract monitoring and KPIs, staff leave and team meetings etc. |
| 1. Ensure trainers have the resources required to deliver training/post training support virtually or face to face. |
| 1. Ensure training quality through analysis of training evaluation and learner feedback forms, producing reports and recommendations to continually improve quality. |
| 1. Produce monthly and quarterly KPI and monitoring reports for all training contracts. |
| 1. Ensuring the Learn Well training portal is up to date, supporting the team to resolve any system issues. |
| 1. Use the training portal to monitor and review training bookings, highlighting when courses are over or under subscribed. |
| 1. To ensure all training is co-produced, evidenced based and is quality assured. |
| 1. To develop and maintain relationships with external organisations and agencies. |
| 1. To undertake appropriate administrative duties for the post including inbox monitoring. |
| 1. To provide information for the Service Manager to ensure that the service is compliant with relevant external regulatory requirements. |

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| **General work related expectations** |
| 1. To work within the Big Life group’s mission and values |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |



**Person Specification – Training Team Leader**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; P= Presentation

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| Area | Method of assessment |
| **1.Experience** |  |
| 1. Experience of managing staff. | A/I |
| 1. Experience of managing projects. | A/I |
| 1. Experience of delivering training. | A/I |
| 1. Experience of working with a range of service providers and stakeholders. | A/I |
| 1. Experience of developing and improving services and projects. | A/I |
| 1. Experience of effectively working under pressure in a dynamic environment. | A/I |
| 1. Experience of working in a person centred way. | A/I |
| 1. Experience of coordinating training programs, room booking, delivery and capacity building. | A/I |
| **2.Skills** |  |
| 1. Ability to schedule training delivery to account for contract monitoring and KPIs, staff leave and mandatory training/team meetings. | A/I |
| 1. Ability to effectively manage staff and teams. | A/I |
| 1. Ability to contribute towards written reports or submissions. | A/I |
| 1. Ability to analyse data to ensure continuous quality assurance. | A/I |
| 1. Ability to effectively work with a range of people from different skills and backgrounds, both internally and externally. | A/I |
| 1. Ability to communicate to a wide range of audiences both verbally and written. | A/I |
| 1. Ability to effectively use Microsoft packages (Teams, Word and relevant software including databases) | A/T |
| **3.Knowledge** |  |
| 1. Knowledge of best practice in training delivery and evaluation. | A/I/ |
| 1. An understanding of co-production in relation to training course creation. | A/I |
| 1. Knowledge of training quality assurance processes. | A/I/ |
| 1. An understanding of the concept and benefits of strength based approaches to health and wellbeing. | A/I/ |
| **4.Education** |  |
| Qualifications required for the post | A/I |
| 1. Training qualification desirable. | A/I |
| 1. Train the Trainer qualification desirable. | A/I |
| **5. Personal** |  |
| 1. Positive and outlook and a ‘can do’ attitude. | A/I |
| 1. Personal resilience and flexible attitude in the face of difficulties. | A/I |
| 1. Commitment to working towards the Big Life group’s missions and values including having a non-judgemental approach. | A/I |
| 1. Commitment to personal development linked to the role and willingness to regularly update skills and experience. | A/I |