



JOB DESCRIPTION

(To be read in conjunction with Person Specification)

Post title:	Head of Training & Business
Salary:	NJC scale point 32
Reports to:	Director of People & Culture
Responsible for:	Training Team

Organisational Expectations:

Our values underpin Inspire North and Associated Companies and assist us in delivering our vision and purpose. You have a responsibility to adhere to and promote our values in everything you do in the work environment.

Our aim is to provide a high quality service adhering to principles of best practice, promoting diversity and inclusion. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.

Outline of Post:

Responsible for providing leadership to the training team, developing a successful and innovative business enterprise maintaining standards of excellence with a focus on creating a sustainable and profitable business.

Identify and secure new revenue/income streams and repeat business through the marketing and sale of training courses promoting us as the provider of choice including the completion of competitive tender applications and Pre-Qualification Questionnaires (PQQs).

This is a vital role in ensuring Inspire North and associated companies' employees have the skills and knowledge required to perform in their roles, contributing directly to organisational success. Determine the training needs and requirements for the group. Manage, plan, develop and deliver the full range of Training and Development courses for all internal training, including induction of new employees, mandatory training etc.

MAIN TASKS:	
1.	Provide leadership, vision, direction and support to the Training Team for current and future development.
2.	Lead and deliver world-class training to ensure that learning outcomes are met, and that employees and customers develop the skills and knowledge

	required to perform their roles and meet organisational targets.
3.	Proactively generate new business through sales and marketing also including tender and PQQ processes.
4.	Effectively manage existing contracts to secure on-going training provision.
5.	Ensure marketing activities are effectively developed, delivered and maintained using a variety of channels including social media.
6.	Ensure the website is maintained, up to date and fit for purpose as a primary marketing tool.
7.	Identify training/development needs of the group and design, develop and evaluate an organisation wide training and development plan.
8.	Identify external trainers to build the scope and capacity of training provision.
9.	Keep up to date with competitor`s strengths and weaknesses, evaluating the market and scoping out new opportunities.
10.	Build good relationships with clients and commissioners to ensure repeat business.
11.	Develop learning & development strategies for Inspire North and associated companies.
12.	Planning, delivery and co-ordination of internal training in line with organisational targets and strategic plan.
13.	Report sales data and forecasts on a regular basis.
14.	Provide development opportunities for trainers in order that our portfolio of courses is maintained in line with current best practice principles and are supported by an appropriate evidence base.
15.	Ensure trainers adhere to regulatory guidance of course license holders, for example MHFA England and Living Works.
16.	Evaluate the impact of learning interventions on performance and organisational targets, make recommendations and act on training strategies to ensure maximum benefit for colleagues and customers.
17.	Provide the training team with supervision and guidance as required including the assessment of levels of risk within the context of training.
18.	Develop and implement an agreed annual service plan for Training Team.
19.	Oversee the management of the Training Centre.
20.	Analyse data and information for monitoring and evaluation.
21.	Oversee the maintenance of monitoring, evaluation and audit systems used to measure the effectiveness of training, ensuring an independent external component is incorporated.
22.	Take reasonable care of your Health and Safety and that of any other person who may be affected by your acts or omissions at work.
23.	Demonstrate a strong commitment to the principles and practice of equality, diversity and inclusion.
24.	The above duties are indicative of the current requirements of the post. You are expected to work flexibly in the interests of Inspire North and its

	Associated Companies, including undertaking any other reasonable duties as required at the initial place of work or at other locations from which Inspire North and its Associated Companies operates.
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Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North and its Associated Companies.

PERSON SPECIFICATION

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential [insert ✓ where appropriate]	Desirable [insert ✓ where appropriate]	Identified by: A = application form I = interview E – exercise
Demonstrate understanding and commitment to diversity and inclusion	✓		A, I
Demonstrate a commitment and enthusiasm for working with our client group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		A, I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I
Knowledge and Skills		Desirable	Identified by:
Strong commercial awareness	✓		A, I
Ability to write high quality bids/tenders and reports	✓		A, I, E
Exceptional sales, marketing and networking skills	✓		A, I
Ability to set standards and monitor quality and effectiveness of training	✓		A, I,
Excellent communication skills with the ability to speak with authority and persuasively	✓		E, I
Marketing skills, including effective use of social media	✓		A, I, E
A sound understanding of project management principles	✓		A, I, E
IT skills including ability to use Microsoft Outlook, Word, Excel and PowerPoint	✓		A, E
Excellent leadership skills, able to motivate and manage performance	✓		A, I

Have access to a car for work purposes and hold a full current UK driving licence	✓		
Language skills e.g. BSL, Urdu, Polish		✓	A
Qualified Mental Health First Aid, Youth Mental Health First Aid, safeTALK or Applied Suicide Intervention Skills Trainer		✓	A
A management qualification		✓	A
Experience	Essential	Desirable	
Proven experience of people management	✓		A, I,
Current knowledge of effective learning and development methods	✓		A, I
Experience of managing budgets	✓		A, I
Experience of income generation through commercial activity, funding applications and/or tender processes	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Experience of managing learning, development and measuring impact	✓		A, I
Experience of commissioning a range of learning and development solutions		✓	A, I
Experience of delivering training		✓	A, I
Familiarity with e-learning platforms and practices		✓	
Experience of working to and achieving commercial sales targets		✓	A, I
Experience of mental health either as a worker, student, client or in a caring role		✓	A