

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Post title: Training Manager
Salary: NJC 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, with a focus on maintaining a sustainable and profitable business.

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.

Enhance our reputation for quality, grow our impact and income, maintain relationships with current clients in regard to revenue/income streams and repeat business.

MAIN TASKS:	
1.	Provide leadership, vision, direction, and support to the Training Team.
2.	Lead the training team to ensure that learning outcomes are met, and that employees develop the skills and knowledge required to perform their roles and meet organisational targets.
3.	Identify training/development needs of the group and plan delivery of internal training in line with organisational targets and strategic plan.
4.	Effectively manage existing contracts and build good relationships with training clients and commissioners to ensure repeat business.

5.	Report training sales data and forecasts on a regular basis
6.	Provide the training team with supervision and guidance as required including the assessment of levels of risk within the context of training.
7.	Ensure trainers adhere to regulatory guidance of course license holders, for example MHFA England and Living Works.
8.	Oversee the training administrator in regard to the management of the Training Centre
9.	Ensure the training element of the website is maintained by the Training Administrator.
10.	Ensure CL Training social media presence is maintained by the Training Administrator.
11.	Lead in ensuring robust governance arrangements are in place for accurate and timely KPI information.
12.	Facilitate positive relationships with operations and with peers across teams to ensure training and development KPI's are met.
13.	Provide consistently high-quality training with a focus on the customers learning experience.
14.	Understand the long-term external trends and potential risks and future opportunities for the Training team.
15.	Develop and refine a comprehensive programme of effective mental health awareness and mental health in the workplace training.
16.	Attend Training Team meetings and external meetings and events as required.
17.	Be involved in the wider organisation and attend organisational events and meetings.
18.	Attend external events or committees to raise CL Training profile particularly in regards to suicide prevention.
19.	Drive coproduction in regard to planning and delivery of CL Training.
20.	Ensure General Data Protection Regulations GDPR are complied with and Records of Processing Activities (ROPA) are accurate and up to date.
21.	Role model culture and behaviours.
22.	Communicate strategies, plans and performance.
23.	Develop and implement leadership and talent planning for the group.
24.	Demonstrate a strong commitment to the principles and practice of equality, diversity and inclusion.
	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.

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:
Ability to write high quality reports	✓		A, I, E
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
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
Qualified Mental Health First Aid, Youth Mental Health First Aid, safeTALK or Applied Suicide Intervention Skills Trainer	✓		A
Language skills e.g. BSL, Urdu, Polish		✓	A
A recognised teaching qualification (e.g. PGCE, PTLLS)		✓	A
A management qualification		✓	A
Experience	Essential	Desirable	

Proven experience of people management	✓		A, I,
Knowledge and understanding of effective learning and development methods	✓		A, I
Experience of managing budgets	✓		A, I
Experience of managing learning, development and measuring impact	✓		A, I
Experience of delivering training	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence	✓		
Experience of delivery safeguarding and Mental Capacity Act legislation and procedures		✓	
Experience of mental health either as a worker, student, client or in a caring role		✓	A