

Training Manager Job Specification

Hours:	37.5 hours per week
Responsible to:	Director of Learning and Skills
Salary:	£30k per annum
Location:	Ashford

Social Enterprise Kent has established itself as one of the main social enterprise bodies in Kent, giving advice to many charities and budding enterprises, and running training and employment services, and delivering a range of community projects. We are a passionate believer in the power of social enterprise to effect positive change in our communities, and the importance of partnership working in all sectors.

Purpose

Based at Ashford Head Office the role is to develop Social Enterprise Kent's training department in line with business and strategic plans. To provide strong leadership and management across the department, and to develop, design and deliver training courses and workshops.

You will be a commercially-minded, hands-on, proactive individual who will help us drive the business forward. You will be able to work autonomously, finding out of the box solutions, and with a flexible approach.

Due to the nature of the role, travel across Kent will be required. You may also be required to be flexible within your working hours to meet the needs of the business which may fall outside of your normal working hours.

Main Duties and Responsibilities

Strategic Vision

- As a member of the senior management team, you will be required to manage and report to the Board at regular intervals concerning operational issues and future business growth opportunities.
- To contribute to the overall strategic business plan for the organisation.
- To identify future potential opportunities and contribute and develop the strategy and resources to seize these opportunities.
- Demonstrate and deliver a commercial mindset for new business opportunities, courses and models of delivery.
- To be actively involved in the wider SEK team projects, including employment support, social enterprise support, and community projects.

Leadership and Management

- Managing 4-5 full time staff and additional self-employed sessional trainers. Provide strong leadership and management across the team. Monitor and promote professional development and performance monitoring of the team through regular support, observation of teaching and learning, appraisal and personal development plans.
- Managing and supporting with day-to-day management of the training team, including looking for performance improvements.
- Driving the business forward, effectively managing the departmental budgets, KPIs and reporting these back to the Board at regular intervals.
- Managing projects on time and to budget.

- Overseeing the advance planning of courses in line with capacity of the delivery team.

Design, Delivery and Innovation

- Design, develop and deliver the suite of management courses and within your vocational area to support and complement the existing suite of training.
- Identify new opportunities within sector areas that could increase SEKs offer and support growth of the organisation.
- Keeping abreast of sector best practice and changes and ensuring that SEK is at the forefront of change ensuring that teaching/delivery practices and our training course offer reflects this and is widely promoted to customers.
- Maintain awareness of sector best practice to identify new opportunities in the training market to meet customer needs which will improve profitability, and ensure we are aligned with industry standards and contract requirements.
- Promote innovative delivery methods and technology within delivery.
- Lead on specific projects and develop own expert knowledge in new growth areas.
- To identify future grants and contracts, and support in developing bids and proposals to win this work

Quality Assurance:

- Manage the compliance requirements with awarding organisations and/or accredited bodies.
- Implement and monitor quality systems to ensure continuous improvement and development of courses, resources and delivery.
- Standardisation of delivery and observation of the training team.
- Manage, maintain and seek opportunity for feedback and evaluation from customers/delegates.
- Contributing to continuous improvement within the organisation.

Events/Networking and Marketing

- Speaking at public events, courses and conferences as appropriate.
- Representing the company at networking opportunities, association meetings and groups.
- Promoting SEK as the organisation of choice for training, events and workshops.
- To ensure effective and constructive relationships are maintained with customers.
- Support marketing activity, promotion and brand awareness via social media platforms

- Actively embrace and use the SEK CRM system (Salesforce) ensuring this is used to maximum effect and promoted within the whole company (for all matters including HR).

- Any other reasonable tasks

**Training Manager
Person Specification**

	Minimum	Desirable
Qualifications	<ul style="list-style-type: none"> • A Level English • Cert Ed. DTLLS, PTLLS, AET, or equivalent • Appropriate Business Leadership or Management 	<ul style="list-style-type: none"> • Degree • Assessor / IQA qualification
Experience	<ul style="list-style-type: none"> • A broad and current level of occupational expertise in the learning and development sector. • Delivery of leadership and management training. • Proven experience of training delivery within vocational area. • Experience of working at a senior level in an organisation with line management and overall business department responsibility- including KPI/budget responsibility. • Project management experience • Experience of helping drive a business forward. • Experience of managing a commercial operation. 	<ul style="list-style-type: none"> • Qualification Change management • Organisational development • Delivery in the HSC sector • VCSE sector experience
Skills and Abilities	<ul style="list-style-type: none"> • Strong financial skills • Strategic thinking • Excellent communication and inter-personal skills • Strong organisational and planning skills • Ability to advise and guide colleagues and senior management team • Team working and co-operation • Good analytical skills • Ability to influence others • Excellent people management skills • Ability to manage projects, finances and other resources • Strong IT skills • Ability to design, prepare and deliver innovative and challenging training courses. 	<ul style="list-style-type: none"> • Understanding of the social enterprise and employability sector.
Knowledge	<ul style="list-style-type: none"> • Knowledge of relevant sector areas. • Effective Leadership and Management. • External awareness • Current knowledge of the learning and development sector. • Safeguarding and H&S requirements for training. 	
Personal Qualities	<ul style="list-style-type: none"> • Ability to use own initiative and work autonomously • Committed to achieving, with a strong drive • Customer focused • Decisive • Able to maintain professional boundaries • Driver for change • Adaptable and enterprising • Confidential • Proactive with a “can do” attitude • Flexible • Organised and able to work to tight deadlines • Approachable • Attention to detail • Team player • Must be a car driver due to need to travel to venues across Kent 	