

Job Title:	Training Team Manager	Job Band:	Band 4
Reporting to:	Regional Training Manager	Size of Team:	16-22
Direct Reports:	15-25		

Line manages, organise, motivate and develop a team of Trainers to ensure the delivery of courses for external customers at the required subject matter and educational standards in multiple locations across a defined geographic area. Act as the owner for delivery quality standards to ensure the effective delivery of Commercial Training courses and a positive learner experience. Work with colleagues and stakeholders to resolve issues, coordinate implementation of initiatives, and engage with customers and learners. Ensuring that training is delivered cost effectively, at the right time and location.

Key Responsibilities

- Ensure effective professional delivery of the full product range of training courses to customers, organising and coordinating our people, training venues, resources, logistics, transport and accommodation to meet financial and operational targets.
- Working with colleagues collaboratively across the Commercial Training and Enterprise management teams to develop the business, optimise costs, improve delivery and learner outcomes, enhance customer experience and drive continuous improvement.
- Line manage a team of Lead Trainers, Trainers, Trainees and Apprentices, including their recruitment, training and continued development, performance management. Act as the primary channel for communications and resolving operational issues in the area, maintaining an audit trail of key decisions and actions.
- Lead appropriate team and continuous professional development activities through training activities and materials to organisational and statutory policies, quality management (responsible for the full embedding and implementation of ISO9001 standards within their team), health and safety, and legal.
- Lead the team 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.
- Supervise application of St John's general duty of care to employees, customers, and stakeholders in the area. Working with colleagues in other teams as necessary for people and culture, property, and customer experience considerations. To assure customer satisfaction and to foster and maintain good relations with St John volunteers and employees also operating in the area.
- Local team management including resolution of issues, management of trainer sales, implementation of policies and procedures, health & safety of the trainers, the delegate experience and liaison with customers. Achieve budget, and business plan targets.
- Ensure that team data is kept up to date and the reporting cycle is maintained. Work across teams and functions to communicate the requirements to support commercial activity within the area so that they are well-understood and actioned appropriately.
- Act as an advocate for St John's purpose, communicate organisational plans and strategies to the training team. Use local insight to recommend and plan development and improvements in the area to ensure suitable venues, complaint management, appropriate trainer behaviour and effective communications with delegates.
- Self-develop 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 and influence peers to achieve common objectives.
- 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

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		
5 GCSEs 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 team	✓	
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	✓	
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	

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: JA

Date of preparation: 11/03/2024



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