

JOB TITLE: Workplace Training Manager

REPORTING TO: Executive Director

WORKING WITH: Business Manager, Programme Managers, Associates

SALARY RANGE: £30,000-£34,000 (commensurate with skills and experience)

1. JOB SUMMARY

To design, deliver and evaluate innovative and effective development interventions that enable the Centre to achieve its ambitious business strategy. Success in this role relies on an excellent understanding of the local market, the ability to create and maintain first class client relationships and the ability to work with others in an effective and professional manner. The job holder will also need to demonstrate personal accountability and self-motivation and the ability to work in a fast paced and varied work environment.

2. INTRODUCTION AND OVERVIEW

The Centre for Leadership Performance (CforLP) is a not-for-profit organisation working to support the growth of leadership capability across Cumbria. Our mission is to develop Cumbria's leaders for today and tomorrow. We work from primary to boardroom in our approach to leadership development. Our philosophy and approach is that leadership is a behaviour that we can all demonstrate. We develop and carefully project-manage innovative programmes, working hand in hand with businesses and schools and young people to encourage and nurture leadership within individuals, organisations, and communities, working at all levels and across sectors.

To enable CforLP's continued success and ambitious growth, an exciting opportunity has arisen for a Workplace Training Manager to join the CforLP team, based at their offices in Cockermouth.

The Workplace Training Manager will have a key role in supporting the Executive Directors and the rest of the team to achieve their aspirational business strategy, by developing opportunities into tangible training contracts and by developing, delivering and evaluating innovative and effective development interventions that ensure clients, partners and stakeholders are delighted by the outcomes.

They will have high levels of autonomy and will be involved across all aspects of the business, while their work will predominantly be with employees from local businesses, they will also work with Programme Managers in Primary and Secondary to develop effective products and programmes for educators and young people, ensuring opportunities for cross selling are maximised. This is a small and busy team and the post holder will need to be responsive to changing stakeholder needs, manage conflicting demands and roll their sleeves up on a regular basis.

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| | <p>Developing first class client relationships</p> <p>The post holder's success relies on their ability to understand and translate the needs of the client into effective and workable development solutions. To do this they need to have excellent communication skills and emotional intelligence.</p> <p>The Workplace Training Manager will establish, maintain and develop client relationships with both existing and new clients to successfully secure contracts for training and coaching programmes.</p> <p>Developing opportunities</p> <p>Success in this element of the job role will require a keen commercial eye and drive to increase revenues of CforLP. The Workplace Training Manager will need to be able to understand emerging development needs and opportunities and build a picture of the scope of the work and required outcomes through effective questions and listening.</p> <p>Developing and Delivering Training products and programmes</p> <p>We pride ourselves on the quality of the programmes we design and deliver to clients. The consultancy advice and development programmes we deliver for our clients must be fit for purpose, reflect current professional best practice and deliver value for money.</p> <p>The Workplace Training Manager is responsible for producing proposals, training methodologies, project plans, programme content and resources including evaluation tools appropriate to the Centres five impact KPIs and additional client outcomes.</p> <p>Our programmes are delivered in person and virtually with the Workplace Training Manager, both 1:1 and group work in a number of settings, often as the sole facilitator of the event and sometimes co-delivering elements of a programme. We have a varied delegate audience and flexibility is key, with the ability to relate to all ages, job levels and industry sectors.</p> <p>Personal and responsive facilitation is essential, rather than training on rote.</p> <p>Evaluation and Continuous Improvement</p> <p>It will be essential to monitor the effectiveness of all development interventions and use relevant metrics to provide suggestions and recommendations to the Executive Directors and Board to ensure we keep developing impactful development programmes.</p> |
| 2. | MAIN RESPONSIBILITIES AND REQUIREMENTS |
| 1 | Planning – researching and analysing the relevant client needs, understanding current and future employer needs and planning the most appropriate development interventions so it is successfully delivered to time and budget. |
| 2 | Leading – identifying new opportunities, solutions and improvements. Representing the Centre and role modelling great leadership. |
| 3 | Delivering – organising and delivering the production of professional high quality programmes and materials. Applying their knowledge and expertise of development approaches and training tools to select and apply the most appropriate solutions for the client. |

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| 4 | Relating – communicating effectively with all client groups at all stages of the client journey. Having a personal interest in the people involved and taking pride in a job well done. |
| 5 | Controlling – keeping development programmes on track and on budget, reviewing success, managing risks, taking corrective actions, and reporting to the Executive Directors and Board. Taking responsibility and being accountable for the ultimate outcomes of the development solution provided to the client. |
| 6 | Collaborating – working closely with external stakeholders to understand market needs, and other relevant provision to ensure opportunities for collaborative delivery are identified and maximised. Working with colleagues and associates to ensure development activity and communications are aligned. |
| 7 | Growing – working closely with the Executive Directors to maximise sales, surplus and improve quality and client satisfaction. |

3. GENERAL

Other Duties – we are a small and busy team and the duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post.

Contract details – permanent full-time, 35 hours per week, 25 days holiday plus 8 bank holidays. We are open to discussions around flexible working, job share, part-time, annualised hours etc. Please indicate your preferences in your application.

Pension Scheme – 5% employee and 5% employer contributions

Policies and Procedures – The post holder is required to adhere to CforLP policies and procedures including current DBS and safeguarding requirements.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with CforLP's health and safety policies and procedures.

To apply for this job please forward your CV with a covering letter describing how you meet the specification and why you think you would be a good fit for the post to: liz.hodgson@cforlp.org.uk

If you would like to arrange an informal chat about the role then please contact our Executive Director, Catherine Eve: catherine.eve@cforlp.org.uk

PERSON SPECIFICATION

| Job Title | Workplace Training Manager | | |
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| | ESSENTIAL | DESIRABLE | MEANS OF ASSESSMENT |
| Qualifications | | <ul style="list-style-type: none"> • Degree or equivalent experience. • Training qualification • Coaching qualification | CV |
| Experience | <ul style="list-style-type: none"> • Demonstrable experience of working in training role, delivering both face to face and virtual workshops. • Proven experience of delivering development programmes to desired outcomes and within quality, time, cost and project margin limits • Experience of successfully working on multiple projects at the same time • Proven experience of working with internal and external customers, stakeholders, partners and suppliers to deliver outcomes • Experience of using IT tools to work self-sufficiently | <ul style="list-style-type: none"> • Experience of working in an SME • Experience of working in a training and development environment • Experience of working with young people • An understanding of local stakeholders | CV / Interview |
| Skills | <ul style="list-style-type: none"> • Excellent personal and written communication skills. • The ability to build client relationships, understand and anticipate needs. • IT skills in the Microsoft Office suite, Gmail environment • The ability to represent CforLP at events; effective networking and presenting confidently to large groups • Excellent interpersonal skills with strong negotiating / influencing skills and the ability to build constructive business relationships and act collaboratively | <ul style="list-style-type: none"> • Ability to use Survey Monkey, Google Connect, MIRO etc, Insightly | CV / Interview |

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| <p>Specific behaviours relevant to the post</p> | <ul style="list-style-type: none"> • Committed to continuous improvement and change • Outcome and achievement focussed • High-level of drive and motivation to achieve • Takes opportunities to develop skills and experience and share learning • A high degree of integrity and professionalism • Ability to take responsibility for and deal effectively with issues, take decisions and adapt approach to enable projects to move forward in a constructive and positive manner • Commercially aware, sensitive to cost efficiencies, profit margins and adding value where possible • Flexible, self-motivated and a positive attitude. • Innovative in approach to planning and problem solving • Ability to travel to events and meetings as and when needed | | <p>CV / Interview</p> |
| <p>Other requirements</p> | <ul style="list-style-type: none"> • Be flexible, creative and willing to muck in to help a small team deliver big projects • Be responsive and resilient to change, especially at short notice • Be able to cope with the demands and pressures of tight deadlines and peaks of business activity • Be eligible to reside and work in the UK | | <p>CV/ Interview</p> |