

Life Story Network Job Description – Training and Development Manager

Job Title:	Training and Development Manager
Responsible to:	Head of Business Development and Impact
Responsible for:	Whilst there are currently no line management responsibilities there is the potential to manage a small training team if desired income is generated..
Key relationships:	Existing and potential customers, Communications and Marketing Manager, Finance Manager
Contract:	6 months – With possible extension based on business income.
Probation:	Four months
Hours	Full time 35 hours a week
Location:	Home working with travel to clients across the UK but predominantly the North of England.
Region:	UK
Salary Band:	£30,000 - £35,000 per annum.
Annual leave	25 days plus bank holidays per annum.

General context

At Life Story Network our vision is to transform society by empowering people and communities, unlocking their potential and improving their wellbeing through enabling their stories to be heard. We are a Community Interest Company (Social Enterprise) and our income is generated through providing quality training that values the life stories of people who are often overlooked in society. We take privilege in developing effective training that people can put into action and see long lasting results. In 2020 we look to develop our training offer further and increase our income. We are a trading subsidiary of tide – together in dementia every day – the UK wide involvement network for carers and former carers of people living with dementia. All our surpluses are invested into community activities.

Job Summary

As Training and Development Manager you will be responsible for the selling and delivery of our training offer across the UK. We look to generate a sufficient income from training activities to fund this post in the long term. Another key element of this role will be to update and develop new training products to meet emerging market needs. You will be responsible for building and managing relations with existing and new customers to secure and deliver training contracts. You will be a strategic thinker with an entrepreneurial approach able to take responsibility for our training offer ensuring it meets high quality standards and generates a sustainable income.

The post holder will be expected to undertake a broad range of responsibilities and duties. Some of these include:

- Developing and managing a customer base to sell our training to.
- Agreeing contracts with customers and meeting sales targets.
- Developing new training products and updating existing ones based on market needs and changes in policy and practice.
- Working with accreditation providers and academic institutions to develop our offer.
- Working with the Communications and Marketing Manager to promote our training products.
- Attending various events, conferences, meetings etc. to promote our training
- Using social media and other tools to promote our work.
- Delivering training sessions face to face with clients.
- Developing systems to ensure effective delivery and continuous improvement. E.g. developing terms and conditions, feedback forms and evaluations.
- Using innovative approaches to deliver and promote training including webinars and other digital tools.
- Working with the Business Development team to meet financial goals.

General responsibilities

- Promote tide on social media in line with good practice and the organisation's Use of Social Media Policy;
- Participate in regular supervision and appraisals with your line manager;
- Participate in training and take personal responsibility for development in the role;
- Pay due attention to health and safety at all times and where necessary risk assess venues prior to an engagement activity, with particular reference to tide carers as volunteers, in line with the organisation's Volunteering Policy and Health and Safety Policy.

The Life Story Network CIC is a Community Interest Company Limited by Guarantee with
Registration Number: 08567031.

Registered office: 151 Dale Street, Liverpool, Merseyside, L2 2AH

- Undertake other tasks, duties or projects which may arise from time to time, which are commensurate with the general level of this post and as directed by your line manager.

Personal Specification

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Education/ Qualifications	<ul style="list-style-type: none"> • GCSE grades A-C (or equivalent) in English and Maths 	<ul style="list-style-type: none"> • A relevant further or higher education qualification • Vocational qualification • Teaching Qualification 	C.V. and certificates – request original copies at interview
Experience	<ul style="list-style-type: none"> • Track record of securing new sources of income. • Building long term quality customer relationships • Delivering quality training sessions • Developing new training products. • Experience of delivering training within the health and social care sector. • Experience in securing accreditation for training. 	<ul style="list-style-type: none"> • Experience in running a training business or managing a training department. 	
Knowledge	<ul style="list-style-type: none"> • Knowledge of how the health, social care and voluntary sectors work. • Knowledge of the learning requirements of health and social care organisations. • Knowledge around care 	<ul style="list-style-type: none"> • Understanding of pricing training products within the market. 	C.V. / application form

	<p>training, particularly but not limited to life story work, dementia, depression and delirium.</p> <ul style="list-style-type: none"> • Knowledge of the issues facing the health and care sector and key policies. 		
Skills/Abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication and presentation skills • Working understanding of Microsoft applications in particular Word, Excel Powerpoint & Publisher • Well organised and able to motivate others to work in a systematic planned style. • Competent in setting up and using audio-visual equipment in a training environment • Ability to present material in creative and accessible formats 	Creation of video and audio material to enhance learning materials and online training development	Interview / references
Work Related Circumstances	<ul style="list-style-type: none"> • Willing to carry out all duties and responsibilities of the post in accordance with the LSN's equal opportunities and diversity policies • Willing and able to travel across to deliver training to customers. • Willing and able to travel across the UK and occasionally International travel to conferences etc. • Willing and able to stay away from home 		

	<p>overnight.</p> <ul style="list-style-type: none"> • Clean license and access to a car - • Willing and able to work flexibly if required 		
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Our Values	Our Behaviours
Transparency	We will be upfront, open, and honest with ourselves and others. To build trusting relationships, we will share our rationale for making decisions and taking actions even when this may be difficult to do.
Tenacity	We will have the courage and resilience to remain dedicated to our mission and have the humility to consider alternative ways of doing this where this will lead to a greater impact on improving people's lives.
Inclusion	We will always value the diversity of perspectives, experiences, knowledge, skills, cultures and beliefs that people have to share and contribute in the pursuit of our mission. All voices will be welcomed and all contributions recognised.
Empathy	We will aspire to understand the feelings of everyone we work with so that they feel valued and respected.

Signed: _____ Print Name: _____
(Post Holder)

Signed: _____ Print Name _____
:
(Manager)

Date: 25.3.20