

JOB DESCRIPTION

Role Title	Training & Research Manager
Salary	£25,000-£28,000 per annum
Hours	37 hours per week
Location	Safe & Sound
Responsible to	Business Manager
Accountable for (Staff)	Freelance training associates
Duration	Permanent contract
Other Considerations	All successful applicants will be subject to an Enhanced DBS check

Main purpose of role:

To enhance the national reputation of Safe & Sound and maximise the revenue generation from training through the effective development and delivery of Safe & Sound's training products nationally.

Main Responsibilities:

Training delivery

- Research best practice, recommendations and new learning in the field of sexual violence, sexual exploitation and related fields.
- Design, trial and launch new training programmes/products for national delivery.
- Design training programmes in response to commissioners and enquiries from a wide range of sectors across the UK.
- Develop quotes and liaise with commissioners as required.
- Design and coordinate the annual delivery schedule for the national training programme and appropriate allocation of resources inc. trainers.
- Coordinate the traditional and digital marketing of courses with the Marketing & Development Manager.
- Undertaken longitudinal evaluation of effectiveness and impact of training delivered with sample groups of participants as required.
- Lead on and oversee the effective delivery of administrative support to commissioners / training participants /training associates etc. as required.
- Provide information and reports on income generation results against annual targets and budgets.
- Support the Business Manager in the development of new products /courses and getting same market ready.
- Contribute as required to the development of tenders and new schemes of work.
- Build strong collaborative relationships and links with external agencies, maximising the potential for increased partnership working, resources and funding.

Staffing

- Lead and motivate trainers and administrators to ensure exceptional service delivery.
- Ensure that new trainers and administrative staff are effectively inducted to their role and set up to succeed.
- Maintain and continually develop relationships with existing and new training associates inc. induction, quality assurance and monitoring and evaluation of performance.
- Ensure that all service areas for which the post is responsible are adequately staffed, arranging cover for sickness, study leave and holidays when necessary and monitoring staffing hours and absences, as necessary.
- Ensure that defined and measurable standards and key performance indicators are agreed for service delivery and that they are held accountable for meeting these.

- Ensure all trainers and administrators receive appropriate performance management and annual appraisals and are positively encouraged to maximise their skills and qualities.
- Listen to and engage with trainers /administrators to address areas of concern and/or improve ways of working.

Quality management

- To ensure that services within your responsibility comply with all relevant contract/grant agreements, regulatory requirements including Safe & Sound's Quality Management requirements and are delivered within budget.
- To monitor, evaluate and quality assure the effectiveness of all courses/services delivered and review/adjust content as required.
- Ensure complaints are acted upon and actions are monitored, evaluated and implemented.
- Actively seek ways to continuously improve service delivery.

Safeguarding and safety

- Ensure compliance with all relevant policies, procedures and practice guidance, including safeguarding policies, statutory requirements and local authority protocols.
- To oversee and implement all aspects of risk assessment including health and safety, safeguarding children and adults at risk and lone-working elements.
- Be accountable for safe working practices ensuring the availability of appropriate equipment and resources.

General duties and responsibilities:

- To contribute effectively as a member of the staff team towards the development of Safe & Sound Group work.
- Participate in team meetings, and other essential meetings
- To work within the policies, procedures and practice guidelines of Safe & Sound Group.
- Contribute to the development of service policies, protocols, guidelines and strategies within area of practice as necessary
- To carry out other duties, which may be assigned from time to time by the Chief Executive.
- Provide specialist advice to other workers and agencies, including participation in delivery of training sessions
- To promote equality and positive attitudes by ensuring that Safe & Sound Group equality and diversity policy is understood and fully implemented
- Strictly abide by the confidentiality clause referred to in contract of employment
- As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:
 - i) Take reasonable care of yourself and others at work
 - ii) Co-operate with Safe and Sound Group to ensure the laws relating to health and safety are not broken.
 - iii) Report any problems or concerns about health and safety to the manager in the area in which you are working.

Scope of Job Description:

This job description above reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Essential Criteria	Desirable Criteria
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QUALIFICATIONS & EXPERIENCE	
<ul style="list-style-type: none"> • Educated to degree level or have the equivalent experience in a relevant subject area • Substantial experience of working within training delivery • Substantial experience in designing and running bespoke training solutions • Experience of managing contracts/grants including delivering on performance requirements and reporting to external bodies 	<ul style="list-style-type: none"> • Recognised accredited training qualification • Experience of working within either the private , statutory or third sector within a training environment • Experience of working with the field of sexual and abuse.

KNOWLEDGE	
<ul style="list-style-type: none"> • Knowledge and understanding of abuse, sexual violence and exploitation. • Knowledge of safeguarding and related fields • Knowledge of current safeguarding & child sexual exploitation policies, legislation, practices, trends and developments • Knowledge of course accreditation processes • Understanding of the statutory, voluntary and business sector and their training needs 	<ul style="list-style-type: none"> • Financial budgetary management and control and financial reporting.

SKILLS	
<ul style="list-style-type: none"> • Excellent customer service and negotiation skills. • Excellent interpersonal and communication skills with the ability to influence and engage a range of stakeholders. • Ability to analyse complex ideas and interpret statistics and communicate this clearly across various contexts and organisations. • Flexible approach and ability to work independently, and to tight deadlines. • Strong project management skills. • Proficient in the use of Microsoft Office® or equivalent, in particular: Powerpoint, Word, 	

<p>Excel and Outlook.</p> <ul style="list-style-type: none"> • An ability to work effectively with people up to and including senior manager level. • Ability to identify, evaluate and measure learning outcomes. 	
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<p>OTHER</p>	
<ul style="list-style-type: none"> • A passion for learning and development in the field of sexual violence, child exploitation and safeguarding • A commitment to Equalities, Diversity and inclusion in work and in service provision • Commitment to continued professional development • Flexible approach to working practice and an ability to work unsocial hours. • Ability to travel across the United Kingdom. 	<ul style="list-style-type: none"> • A willingness to do what is required to ensure the delivery of HR operational excellence.

Core competencies

Communication	Getting Things Done
<p>The ability to interact and communicate effectively skills with a range of audiences, both at a written and spoken level.</p> <ul style="list-style-type: none"> • Speaks clearly and concisely • Listens without interrupting • Uses appropriate body language and tone of voice • Adapts style (written & spoken) to suit audience • Avoids jargon • Presents information in a way that others can understand 	<p>The ability to put in the necessary effort to achieve results and remained focused during testing times. Set agreed standards and/or deadlines.</p> <ul style="list-style-type: none"> • Able to act on own initiative • Meet agreed deadlines • Organise own workload, with minimal direction • Recognises what needs to be done & does it • Remains motivated and focused despite setbacks or distractions • Puts in extra effort, when necessary
Making Good Decisions	Effective Relationships
<p>The ability to analyse and resolve problems in a timely and appropriate manner.</p> <ul style="list-style-type: none"> • Make decisions within relevant legislative frameworks. • Explores the issue from a number of angles • Digs beneath the surface to identify the real issue • Where appropriate, involve others in making decisions • Makes timely an appropriate decisions • Recognises the wider impact of decisions 	<p>The ability to form supportive, empowering relationships with others</p> <ul style="list-style-type: none"> • Treats people with respect • Builds on common values/purpose • Shows empathy • Demonstrates confidence in others' abilities • Avoids creating dependency • Manages conflicts when needed • Actively seeks ways to work with others • Work collectively (internal & external) to achieve goals
Influencing Others	Adaptability
<p>The ability to influence and engage others to achieve the most effective outcomes</p> <ul style="list-style-type: none"> • Presents information in a compelling way • Provides rationale and/or benefits for ideas • Challenges appropriately • Understands the needs of others and adapt message to suit • Handles questions confidently and assertively • Negotiates the best possible outcomes 	<p>The ability to work effectively within a rapidly developing field .</p> <ul style="list-style-type: none"> ▪ Deals constructively with mistakes and setbacks. ▪ Readily adapts to different ways of doing things. ▪ Seeks opportunities to acquire new knowledge and skills. ▪ Responds flexibly when priorities or needs change ▪ Accepts feedback openly, without becoming defensive.