

Job Description & Person Specification

This document provides an outline for a specific role within the organisation. This document is not a total definition of the job or its functions.

JOB DETAILS

Job Title:	Commercial Services – Senior Training Officer		
Responsible to:	Training Manager	Responsible for:	

Role Summary

The Senior Training Officer will support and assist the Training manager to develop and deliver Commercial training services across Wales. Taking specific responsibility for training development and delivery the post holder will work with external partners, commercial customers and linked providers. The post holder will ensure delivery of services in line with customer orders, contract and funder requirements, achieving high quality and positive outcomes for training delegates, learners and customers.

This role is responsible for development and delivery of the commercial services portfolio to contribute to the growth strategy, targets and priorities.

The role operates in accordance with the organisation's policies and procedures, contributing to the overall successful performance of the Business development Team. Driving a culture of Health and Safety across the team is paramount for the achievement of this.

The post holder will require extensive specialist knowledge, training expertise and commercial business acumen to ensure that current and future training services continue to grow and develop providing a sustainable and viable basis, evidencing positive outcomes and value in the commercial market we are operating in.

Key Role Functions

1. Service staff and resource management

- Mentor and support development of training officers and associate trainers.

2. Managing Contract Performance

- Monitoring performance against targets and deliverables for training services contracts and grants.
- Reporting contract performance and issues to service delivery staff and Training manager.
- Actively work with external organisations/customers and commissioners to gain new customers, sales and contracts, to maximise commercial income.
- Nurture customer relationships to develop existing and new contracts to increase commercial income.

3. Relationship Management

- Maintain strong relationships with Commissioners and Monitoring Officers.
- Sit on regional VAWDASV and Safeguarding training boards to support the development of national training to meet legislative and Welsh Government National Training framework requirements.
- Attend Partnership Meetings for contracts Stori jointly delivers on.

4.Reporting

- Evaluate training feedback to generate reports, demonstrating service delivery and the impact of training.

5.Service and business development

- Collaborative working with commissioners and senior operational managers across a range of sectors and organisations to explore new opportunities.
- Negotiation, development and implementation of new services in collaboration with external and internal management functions and staff.

6.Training Delivery and development

- Horizon scanning to identify emerging training themes.
- Development of Stori training portfolio ensuring training offered meets current market trends.
- Enhance own expert knowledge and understanding of VAWDASV, Safeguarding, Mental Health and associated legislation through continuous professional development including independent research, attendance at conferences, seminars and regional boards.
- Development of training to address identified need and to align with contractual requirements, service gaps and/or legislation changes in line with customer needs.
- To deliver high quality specialist training e.g. Group 4 NTF Specialist Subject syllabus, demonstrating expert subject knowledge and practical experience of the VAWDASV and Safeguarding sectors.
- Delivery of specialist training to a wide range of customers.
- To contribute to the quality control processes ensuring standardisation and consistency of accredited learning in line with the requirements of funders, Qualifications Wales and awarding bodies.
- To assess in house and external accredited learning. To oversee plagiarism issues, assess submitted work and to provide constructive feedback to learners and report on progress.
- To respond to any safeguarding concerns/disclosures during training and make appropriate referrals to Social Services/MARAC.
- To pro-socially challenge any inappropriate behaviour, attitude or language within the training session.

6.General

- Carry out the above with due regard to all the Association's policies and procedures, including Health and Safety, Equal Opportunities and Customer Services.
- Ensure compliance with Data Protection legislation.
- Establish, develop and maintain an effective working relationship with all work colleagues to ensure an integrated contribution to the Association's objectives.
- Comply with the Association's Code of Conduct by behaving in a professional, respectful manner at all times.
- Take part in the appropriate training required to carry out the duties of the post and enhance personal development.
- Commit to a continuous improvement culture and be prepared to undertake other duties and responsibilities relevant to the nature, level and extent of the post.
- Any other duties as directed by the Line Manager.

Person Specification

Essential	Desired
Experience:	

<ul style="list-style-type: none"> • Minimum 3 years direct experience of delivering specialist VAWDASV, Safeguarding or Mental Health training. • Evidence of successful collaborative working with external organisations, senior managers, professional practitioners and / or commissioners. • Mentoring skills to motivate a team within a rapidly changing environment. • Excellent communication skills, highly articulate verbally and in writing. • Ability to research, develop and design training solutions to meet customer requirements. • High level of flexibility and willingness to travel across Wales. 	<ul style="list-style-type: none"> • Commercial Sales focused. • Understanding of Customer relations management (CRM systems). • Experience of 'on-line training delivery'. • Facilitation of specialist VAWDASV projects.
<p>Knowledge & Skills:</p> <ul style="list-style-type: none"> • Professional Training, Relevant Train the Trainer. • Subject specialist VAWDASV qualification. E.g. Ask&Act TTT, IDVA Service Manager. • Mental Health qualification and/or extensive knowledge of Mental Health issues. • Good understanding of H&S, QA and Safeguarding processes and application. • Experience of virtual and in person training delivery. 	<ul style="list-style-type: none"> • PGCE. • Assessor/IQA qualification. • Mental Health First Aid trained trainer.

I acknowledge that I have read and understood the above job description.	
Signed :	Date :
by the employee	
Signed:	Date :
on behalf of Stori	