

# DEFENCE MEDICAL WELFARE SERVICE

## JOB DESCRIPTION

### TRAINING MANAGER



**Responsible to:** Chief Operating Officer

**Key Relationships:**

INTERNAL	EXTERNAL
Chief Executive Chief Operating Officer DMWS Chairman and Board Members Senior Management Team Managers and all other staff	Institute of Welfare Royal Patron and Staff Senior Police Personnel Senior MOD and Military Staff Ministers and MPs Lords Lieutenant NHS Executives Project stakeholders and customers Associates

**Brief Description of Job:**

The Training Manager will have responsibility for both the development and delivery of welfare related training courses. This role will suit an experience training delivery practitioner with great interpersonal skills and a commitment and loyalty to the team and organisation. This will include developing business plans for the training arm of the charity, development and marketing of new courses and the delivery of current course portfolio. The position holder will be required to maintain confidentiality and discretion at all times.

**Key Responsibilities**

- Continue to develop the training portfolio on behalf of the organisation
- Maintain a pipeline of customers and attendees for the courses
- Work with the Institute of Welfare to maintain accreditation of the Welfare Diploma
- Deliver courses in Welfare, Mental Health First Aid and other related courses
- Report back to customers and senior management on course feedback and key learnings
- Improve current courses and methods of delivery

**1. MAIN DUTIES AND RESPONSIBILITIES:**

- Owns the maintenance and growth of the training portfolio for the organisation. Acts as the course director for the level 3 Welfare Diploma
- Full business responsibility for the development of the training arm of the charity, with responsibility for generating a pipeline of potential customers, driving growth in revenue whilst controlling costs
- Identification of new markets and customers where the training portfolio can be applied
- Work with the Institute of Welfare to maintain our strong relationship, ensuring that the Welfare Diploma continues to be accredited at level 3

- Maintain an oversight of the annual training calendar and that relevant delivery resources are in place to fulfil training commitments.
- Continue to develop the DMWS associates program in order to grow delivery capability
- Oversee Quality Assurance of Associates and course materials
- Deliver courses in Welfare, Mental Health First Aid and other related courses. Full Train the Trainer and required courses will be funded for the successful candidate to enable this.
- Collect relevant data relating to course feedback and report back to customers and senior management on course feedback and key learning.
- Improve current courses and methods of delivery through continual programme improvement
- Development of Level 4 and 5 qualifications with a strategic partner
- Secure Accreditation for new DMWS training courses

## **2. Accountability**

- Report directly to the COO
- Liaise closely with the other training manager on day to day basis.
- To recognise the limitations of personal knowledge, skills and experience and the importance of working within the bounds of competence at all times.
- Attend key meetings as required in accordance with the SMT calendar or as agreed with the COO to support DMWS Training and service delivery.
- Maintain high levels of confidentiality and discretion at all times

## **OTHER DUTIES**

- Adhere to the Code of Practice and Conduct policies for DMWS.
- To carry out other duties as may be required by the CEO, Chairman and Trust Board.
- The above list is not exhaustive and the post holder may be expected to undertake other duties that can reasonably be expected of a senior manager of the DMWS.

## **VARIATION**

This job description will be subject to review from time to time. Any amendments will be made in consultation with the post holder.

## **STANDARDS OF BUSINESS CONDUCT AND CONFLICTS OF INTEREST**

The company has adopted a Standards of Conduct Policy, which reflects DMWS Management Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties.

All staff must declare to their manager all private interests, which could potentially result in personal gain as a consequence of their position. Interests, which might appear to be in conflict, should also be declared.

## **CONFIDENTIALITY**

All matters relating to clients' health and personal affairs are strictly confidential. You must not divulge or act in a way that is likely to cause such information to be divulged to any unauthorised person. If in doubt, please refer to your manager for guidance. Breaches of confidentiality may lead to disciplinary action, including dismissal. All staff are expected to respect the requirements under the Data Protection Act 1998 and observe the DMWS policies on IT and email security.

## **DATA QUALITY**

DMWS is committed to producing good quality data, which it sees as an integral part of this role. Commitment to producing good quality data is essential and responsibility lies with all who record, manage and monitor the information whether their role in the Company is management, technical or clerical.

## **HEALTH AND SAFETY**

It is the general duty of every employee to take reasonable care for the health and safety of himself/herself and others who may be affected by his/her acts or omissions at work, including the use of necessary safety devices and protective clothing and co-operate with management in meeting its responsibilities under the Health and Safety at Work etc., Act 1974. Any failure to take such care or any contravention of safety policy or managerial instructions may result in disciplinary action being taken. All employees are required to participate in the Company's accident/incident reporting system and to comply with the DMWS procedures and techniques for managing risks. This organisation is committed to Safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

## **TRAINING AND DEVELOPMENT**

DMWS is committed to the identification of training needs through a system of appraisal and in-house training in line with the DMWS standards to meet organisational, statutory and personal development needs.

## **THE WORKING TIME REGULATIONS 1998 (S1 1998/1833)**

You are required to comply with the DMWS policy on implementation of the Working Time Regulations, including declaration of hours worked and breaks taken, completing written records if required and reporting any instances where your pattern of working hours may constitute a health and safety risk to yourself, patients, the public and other DMWS employees. You have the right not to be subjected to any unlawful detriment by reporting any concerns under the Regulations.

You are required to disclose any additional work you undertake or are planning to undertake for another employer. The DMWS will permit you to undertake this additional work providing the Company is satisfied that this does not conflict with the interests of the organisation, performance of your normal duties or with the requirements of the Working Time Regulations. The DMWS also recognises that it has a responsibility for your health and welfare.

## **NO SMOKING POLICY**

The DMWS operates a 'No Smoking Policy'. Employees are not permitted to smoke anywhere within the DMWS' buildings or sites.

Prepared by Chief Operating Officer:

Date: 27 June, 2017

**PERSON SPECIFICATION**

**Training Manager**

Essential Criteria	Measured by	
	Application Form	Interview
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>❖ Degree and/or relevant management qualification.</li> <li>❖ Evidence of continuing professional and personal development.</li> <li>❖ Direct experience in a similar role</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>❖ Evidence of successful track record of achieving results in a training role.</li> <li>❖ Excellent interpersonal skills including the ability to negotiate and engage constructively with people.</li> <li>❖ Ability to demonstrate honesty and professional integrity.</li> <li>❖ An understanding of welfare and or mental health first aid.</li> <li>❖ Understanding training and course delivery</li> <li>❖ Excellent written, communication and presentational skills.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p><b>Knowledge, Skills &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>❖ Significant experience of course delivery</li> <li>❖ Experience in course development and evaluation</li> <li>❖ Extensive experience of delivering demonstrably high quality output</li> <li>❖ Experience of commissioning and quality assuring externally provided training interventions</li> <li>❖ Fully developed influencing, persuading and communication skills.</li> <li>❖ Good understanding of the Qualifications and Credit Framework</li> <li>❖ Experience of conducting organizational learning and development needs analysis, developing annual training plans and implementing them within budget</li> <li>❖ Experience of delivering welfare support and or mental health interventions</li> <li>❖ Skills in MS office and project management tools.</li> <li>❖ Able to get key messages across on complex issues.</li> <li>❖ Able to establish and maintain relationships with key people, both internally &amp; externally.</li> <li>❖ Strong written skills</li> <li>❖ Track record in a training environment</li> <li>❖ Excellent at following up on actions</li> <li>❖ Empathy with Uniformed services</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

<b>Special Aptitudes/requirements</b> <ul style="list-style-type: none"> <li>❖ Personal energy and resilience.</li> <li>❖ Ability to work to corporate aims without losing touch with day-to-day service delivery.</li> <li>❖ Flexibility as postholder is required to undertake travel nationally and regular overnight stays</li> </ul>	 ✓ ✓ ✓	 ✓ ✓
<b>Desirable Criteria</b>	<b>Measured by</b>	
	<b>Application Form</b>	<b>Interview</b>
<b>Qualifications</b> <ul style="list-style-type: none"> <li>❖ Holds a relevant Learning &amp; Development qualification</li> <li>❖ Being an Approved MHFA Instructor is highly desirable</li> <li>❖ Full, clean driving licence and access to a car</li> <li>❖ Experience of developing and delivering on-line learning Programmes</li> <li>❖ Based in the North West or Midlands</li> </ul>	 ✓ ✓ ✓ ✓ ✓	