

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Training Manager

Employed by: Imago

Responsible to: Director of Corporate Services

Working hours: Full time, Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies. We work in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people

Purpose of Role: To develop and administer training programmes, deliver in-person training sessions, and monitor training for effectiveness. To provide coaching to support staff personal and professional development.

RESPONSIBILITIES AND DUTIES

- Development, administration and coordination of training programmes, resources and materials
- Schedule training sessions, book rooms and venues, organise information technology and other equipment, and manage course enrolment/attendance
- Delivery of in-person and online training; arrange external trainers/training where required
- Adhere to budgets in liaison with the Leadership and Finance teams
- Provision of coaching sessions for new managers and other staff as required, to meet personal and professional development needs and aspirations
- Maintain excellent training records
- Development and delivery of external training programmes
- Responsible for providing regular training reports to senior managers
- Maintain professional knowledge by keeping up-to-date with current legislation and best practice; ensure training programmes are up-to-date and relevant
- Provide support to the central services team in relation to quality activities, inspections and reviews; collaborate with managers and delivery staff to achieve this where necessary
- Undertake relevant internal and external training
- Work with an understanding of and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring training and services are accessible to all

ESSENTIAL SKILLS AND EXPERIENCE

- Relevant training qualification

- Able to demonstrate development and delivery of high-quality training or learning programmes
- Able to prepare visually engaging and creative presentations and content
- Excellent communication skills; able to motivate and empower others
- Good planning skills, time management, attention to detail; strong critical thinking skills
- Proven experience of report writing, monitoring and evaluation
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Ability to forge effective relationships at all levels and across boundaries
- Proficient in using Word, Excel, PowerPoint, websites and experience of using a database; use of social media
- Good level of education, ideally degree level or equivalent
- Hold a full driving licence with business insurance and have access to own transport

Desirable Experience

- Experience of undertaking a quality assurance activity

**Post is subject to references and a satisfactory enhanced
Disclosure and Barring Service check**