

JOB DESCRIPTION

Role: **Training Manager**

Reporting to: **Director**

PURPOSE

- To further develop, deliver and market Cymorth's training framework and programme.

ACCOUNTABILITIES

The attitudes and behaviour required of all Cymorth Cymru staff, the organisation's vision, mission, core values and aims, and its policies and procedures are set out in the Staff Handbook. All staff must keep up-to-date and adhere to them as they form part of the contract of employment.

The Training Manager is specifically accountable for:

- The ongoing development of Cymorth's training framework to ensure that it continues to be relevant and provides staff working in the housing related support, homelessness and supported living fields with the appropriate knowledge and skills to deliver effective services.
- Ensuring that the training programme supports the delivery of effective services to vulnerable people, particularly housing related support, homelessness and supported living services, through:
 - Effective identification of training needs with target audiences;
 - Pro-active marketing of the framework and training programme to potential customers;
 - Identification, recruitment and coordination of high quality trainers;
 - Ensuring high quality training materials are provided; and
 - Robust quality assurance mechanisms are used to ensure high standards are maintained.
- Agreeing and delivering on income targets set with the Director and Central Services Manager and providing accurate and robust information on quality of and income from services to board and director as requested.

- Pro-actively identifying and successfully accessing new income streams and opportunities in relation to the delivery of training and other learning opportunities.

ESSENTIAL/DESIRABLE PERSONAL QUALITIES, SKILLS AND ABILITIES

ESSENTIAL

- Success in developing training within the Welsh context
- Ability to quickly develop effective, positive relationships with members and key stakeholders in order to recruit potential customers, trainers and partners
- Ability and commitment to eliciting, understanding and responding quickly and professionally to training needs identified by potential customers
- Commitment to generating income through the provision of relevant excellent services
- Excellent communication skills – written and verbal – particularly in marketing and reporting contexts
- Commitment to working pro-actively as part of a team
- Ability to work under pressure and meet deadlines
- Flexible and able to respond positively to change and new challenges
- Self-aware and able to self-manage and self-motivate
- Strong commitment to mission, vision, values and aims of organisation

DESIRABLE

- Experience of delivering training
- Qualifications as a trainer
- Welsh speaking
- Car owner/driver