



Rossendale Trust

Supporting independent futures

## **JOB PROFILE – Training Manager**

### **PRIMARY OBJECTIVES**

To develop, facilitate, monitor and evaluate a comprehensive training and induction programme with records that support the overall strategic objectives of the charity. Ensuring quality is assured and compliance with the values of the organisation and statutory obligations are met. Management and upkeep of the Trust's learning management system (LMS) including the allocation and accessibility of E-Learning courses to staff.

### **PRINCIPAL ACCOUNTABILITIES**

#### **Planning and organisation of training, induction and development**

- To work with internal stakeholders to assess training needs for new and existing employees, across all primary areas of the business.
- To identify internal and external training programmes/courses to address skills gaps.
- To be responsible for the development and maintenance of the qualifications/further education programme, including the allocation of the training levy.
- To be responsible for the ongoing development and review and delivery of a comprehensive induction programme for new care staff.
- To work with Group Leaders and Operations Managers (GLOMS) to ensure new staff become fully efficient in their role as quickly as possible.
- To work with other stakeholders to promote the attainment of Health & Social Care qualifications for staff, and to improve continuing professional development and meet balanced score card objective.
- To support and mentor new care staff to complete the Care Certificate within the designated time frame.
- To organise, develop or source training materials/programs to meet specific training needs.
- To liaise with subject matter experts regarding content and design of training programs and resources.
- To liaise with external partners during the planning of training courses and qualifications e.g., Training providers and clinical/medical professionals.
- To identify, select and manage external trainers and accreditation bodies necessary to deliver training as required.
- To arrange venues, hospitality, room layout, book travel and accommodation for trainers and delegates, as required.
- To be responsible for maintaining in-house training facilities and equipment.
- To co-ordinate off-site training/development activities for employees – including venues, trainers, equipment and refreshments.

- To present/facilitate training programmes/sessions using recognised training techniques and tools, as required.
- Liaising with the LMS provider to raise any concerns regarding LMS functionality and accessibility.
- Ongoing design and implementation of the in-house learning resources such as training videos and refresher training.
- Design and implementation of in-house face-to-face courses and accompanying resources.

### **Administration**

- To be responsible for developing an annual organisation training plan for mandatory and non-mandatory training in line with current legislation and statutory obligations
- To be responsible for the maintenance and development of the training plan and database.
- To be responsible for maintaining employee training records in accordance with internal procedures and external audit requirements, including archive files.
- To check and collate course test and evaluation sheets.
- To produce and check course certificates are correct before distribution.
- To follow up any outstanding attendance sheets, evaluation sheets and certificates.
- To ensure accurate and timely filing (electronic and paper) of employee information and documentation
- Contributing to the development and updating of key organisational policies and procedures.

### **Funding**

- To work with external providers to access funding for the provision of qualifications and staff development.
- To apply for relevant funding, to further staff development, within the specific time scales set by the funding partner.

### **Evaluation, Reporting and Monitoring**

- To evaluate and make recommendations on training and methodology.
- To recommend changes to systems and procedures to improve the efficiency of the department.
- To monitor and report on training outcomes to senior management e.g., to produce monthly reports on the percentage of staff who have completed mandatory training in line with balanced scorecard objective.
- To report monthly on the progress of staff undertaking work related qualifications to ensure any required sector quotas are met.
- To lead/liase with, support Training Leads to maintain staff training compliance.
- Work with location Managers and Training Leads to establish ongoing strategies to maintain/improve training compliance.

### **Projects**

- To lead and/or contribute to organisation wide or HR/Training projects which support business objectives and corporate governance e.g., Development and maintenance of HR/Training database.
- Taking a creative and adaptive approach to implementing new learning and development resources to meet the needs of the active workforce.

### **Additional Requirements**

- To support the HR/Training function with any initiatives/events e.g., Health and Well-being events.
- To undertake any other duties as requested by the Head of HR and Training/Head of Supported Living in accordance with organisation requirements.
- Support the IT Department to ensure DSPT compliance by supporting with, and reporting on, on-going cyber security training and awareness.
- Engage with local and national groups to ensure best practices and compare measures with other providers.
- Arranging, organising and facilitating on-going Oliver McGowan mandatory training in line with The Health and Care Act 2022 Code of Practice.

Rosendale Trust employees working within the HR/Training department will have access to confidential, staff-in-confidence and other sensitive material. It is a condition of their contract of employment that discretion is always used to ensure no material is leaked from the department to unauthorised members of staff or third parties.

## PERSON PROFILE – TRAINING MANAGER

| CRITERIA   | ESSENTIAL/<br>DESIRABLE | ASSESSED BY   |
|--|-------------------------|---|
| <b>QUALIFICATIONS</b>  |                         |   |
| Level 3 Award in Education and Training/PTTLS or other recognised training qualification   | E                       | Application/Certificate   |
| Level 5 Diploma in Health & Social Care  | D                       | Application/Certificate   |
| Level 3-5 Diploma in Learning and Development or willing to work towards   | D                       | Application/Certificate   |
| <b>KNOWLEDGE AND EXPERIENCE</b>  |                         |   |
| Good knowledge and experience of training and personal development in a care setting   | E                       | Application/Interview   |
| Experience of data analysis and evaluation   | E                       | Application/Interview   |
| Experience of teaching or training   | E                       | Application/Interview   |
| Knowledge and/or experience of Induction   | E                       | Application/Interview   |
| Knowledge and understanding of the Care Certificate  | E                       | Application/Interview   |
| Experience of working within a training role   | D                       | Application/Interview   |
| Knowledge and experience of the apprenticeship framework including the Training levy   | D                       | Application/Interview   |
| Knowledge and experience of relevant funding, including the Workforce Development Fund   | D                       | Application/Interview   |
| <b>SKILLS AND QUALITIES</b>  |                         |   |
| Excellent communication skills – written and verbal  | E                       | Interview   |
| Excellent interpersonal skills – able to relate to a wide range of people from differing backgrounds   | E                       | Interview   |
| Excellent IT skills, proficient in Data entry, Word, Excel, PowerPoint and Outlook   | E                       | Application/Interview   |
| Strong planning and organisational skills – able to prioritise workload effectively, see the bigger picture and consider better ways of achieving outcomes   | E                       | Application/Interview   |
| Excellent design, presentation, delivery and facilitation skills   | E                       | Application/Interview – 15-minute presentation at interview stage |
| Able to build trust, respect and openness with a strong commitment to customer service   | E                       | Application/Interview   |
| Strong team player but able to work alone and unsupervised and meet deadlines  | E                       | Application/Interview   |
| Resilient, adaptable and flexible  | E                       | Interview   |
| Ability to deal with information confidentially and sensitively  | E                       | Interview   |
| Professional self-starter who can motivate and enthuse others  | E                       | Interview   |
| Innovative thinker who strives to exceed standards and promote a positive culture  | E                       | Interview   |
| Experience of working within the care sector   | E                       | Application/Interview   |
| <b>ADDITIONAL REQUIREMENTS</b>   |                         |   |
| Willingness to work occasional evenings/weekends.<br>The post is subject to an Enhanced Disclosure and Barring (DBS) check, (formerly CRB check)<br>Valid driving licence and use of own vehicle is required |                         |   |