

Job Description

Job Title	Training Centre Manager
Level	4
Responsible to	Operations Director
Responsible for	Centre delivery and support staff
Job Purpose	To be responsible for the delivery of courses at the centre by planning, co-ordination and managing a team of instructors, ensuring the delivery and assessment of training for learners in a safe environment.

This job description shows the principle responsibilities of the job at the date of issue. The job description will be updated from time to time, in conjunction with the job holder, to reflect changes. Reasonable adjustments will be considered in line with the Equality Act.

Refer to the Individual's latest appraisal for target specifics.

// Key Success Factors

At all times ensure that high standards are met for:

- Upholding and promoting the company's interests at all times, through our brand, ethos, vision, mission and values, in anything that you say, do, see, create or send.
- Adopting principles of health and safety good practice in all activities undertaken and acting as an ambassador for all that the business promotes.
- Achieving KPI targets in relation to:
 - Achievement and timely achievement of learners;
 - Customer/learner feedback;
 - Optimisation of centre capacity.

// Main Duties and Responsibilities

- To manage a team of instructors ensuring the safe delivery of training for the business, using awarding body standards and criteria;
- To manage the performance and development of instructors to ensure the required delivery standards are achieved;
- To plan classrooms, floor space and equipment for the successful delivery of each training course in conjunction with the Scheduling team.
- To issue work instructions in accordance with the delivery plan;
- To hold regular briefings and meetings with instructors and the management team to evaluate workloads and ensure customer/learner requirements are met;
- To co-ordinate and provide assistance in the absence of Centre Managers based at other locations;
- To manage a team, with a sense of collective responsibility and purpose and to provide support and advice to colleagues, particularly the coaching and mentoring of new and inexperienced colleagues;

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- To contribute to the development of training programmes and courses, assess their adequacy and provide the necessary support to ensure that business needs and targets are met.
- To plan and organise vocational competency-based curriculum, embedding literacy and numeracy, taking account of awarding body standards and criteria;
- To establish a safe working environment for all learners and carrying out regular monitoring of the learning environment, to ensure the continued safety of all learners;
- To ensure that safe working practices are followed at all times, and draft/update risk assessments and method statements, as required;
- To prioritise the safeguarding of learners, staff and visitors and ensure safeguarding policies and procedures are followed;
- To ensure that work equipment and materials are inspected in accordance with company and statutory requirements;
- To ensure that health, safety, environmental and quality management arrangements are implemented, as required by the business;
- To co-ordinate with the Internal IV to ensure the timely completion of the assessment of NVQ portfolios within the required timescales, including observations, is being met by team members;
- To co-ordinate with the Funded Learning team to ensure the timely completion of the training and assessment of apprentice learners within the required timescales, is being met by team members;
- To undertake practical assessment of the learners and to review practical assessments of Instructors.
- To ensure compliance with the awarding organisation with respect to curriculum, training, delivery and administration of documentation;
- To maintain accurate and up to date records of learners' progression;
- To ensure that individual learning plans are prepared for all learners, and that records are maintained;
- To ensure that additional learner support is provided, where identified as being necessary, and that records are maintained;
- To monitor and review additional learning support and individual learner plans, when completed by Instructors;
- To ensure training equipment and materials are maintained in accordance with company and statutory requirements;
- To review and develop existing course materials as well as producing new material, as required;
- To ensure that the CPD of team members is maintained, in line with company and the awarding body's requirements;
- To maintain personal CPD and currency of industry knowledge;
- To support the business during audits, by attending and/or providing any required supporting evidence;
- To provide support and advice to colleagues on matters relating to training;
- To induct, mentor and train new starters into the team;
- To undertake and participate in peer and Instructor observations, supporting team and individual development, creating development plans as required and disseminating good practice;

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- To continually strive to improve personal performance by participating in the company appraisal process with Line Management;
- To undertake appraisals of instructional and support staff at the required intervals, in line with company requirements;
- To manage and plan working time productively and effectively;
- To comply with all company policies and procedures and to actively promote compliance amongst colleagues and other stakeholders;
- To advise Line Management of future service needs to ensure adequate resources can be allocated;
- To ensure that all resources and other assets are used effectively;
- To advise your Line Manager of any observed deficiencies in the systems and processes used by the business, in the spirit of continual improvement, and in line with the company's NCR process;
- Ensure data protection and GDPR requirements are achieved in all instances;
- To identify opportunities for business promotion, by way of upselling and cross-selling all products and services.
- Undertake any other duties as may reasonably be expected within the scope and skill of the post and as required by management;

// Specialist Knowledge/Skills and Abilities

Essential	Desirable
<ul style="list-style-type: none"> • Good working knowledge of Microsoft Office and other, similar software packages. (Skillsfile, SmartAssessor and BrightOffice, etc) • Strong verbal and written communication skills • Strong presentation skills • Excellent time management and organisation skills • Management experience • Ability to work on own initiative – self drive with the ability to work under pressure to meet deadlines • Ability to communicate at all levels 	<ul style="list-style-type: none"> • Advanced level MS package user

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// Training, Experience, Qualifications Required

Essential	Desirable
<ul style="list-style-type: none">• Certification to confirm knowledge of Safeguarding, Prevent and Equality and Diversity• Proven managerial experience• Hold at least Level 2 qualification in literacy and numeracy• First Aid trained (or willing to undertake training)• Committed to continual professional development	<ul style="list-style-type: none">• Enhanced DBS check• CISRS Advanced Instructor• To be qualified to undertake internal verification• Full clean driving licence