Job Description & Person Specification: Training Manager (Learning and Development)

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| Swan Advocacy supports and empowers people to have a voice, by ensuring access to quality, independent advocacy. We believe that everyone has the right to be heard & respected, the right to choice in decisions about themselves and the right to be safe. |

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| The Training Managers (2 posts) hold overall responsibility for the skill and knowledge development of all employees.The Training Manager (IAQ) holds responsibility for the skill and knowledge development of all Advocates, including acting as the ‘Advocacy Expert’ resource for the operations teams to support their everyday advocacy delivery.The Training Manager (Learning and Development) will work with the Strategic Management Team and the Area Managers to ensure that all employees undertake mandatory training as per policy or legal requirements: including Safeguarding, Personal Safety/Lone Working, Equality, Diversity & Inclusion and Health & Safety. This includes responsibility for ensuring all new employees complete required training within their 6 month induction period and that the need for refresher training is noted on their CPD records.The Training Manager (Learning and Development) will develop and deliver other training as required by the organisation and specifically any additional training identified within service contracts.  The Training Manager will oversee the development and role out of the Self Advocacy ToolkitThe post is subject to 2 references including previous employer, evidence of right to work in the UK and an enhanced DBS check. |

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| Hours of Work:18.75 hpw or 75 hours over a 4 week period: the hours can be worked flexibly as long as they meet the needs of internal training requirements.All employees may split working hours between home and office as agreed individually with their line managers.Annual Leave: 25days per annum (or pro rata) plus Bank Holidays |

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| Reporting to:The Training Manager reports directly to the Quality & Performance Manager who reports to the CEO |

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| Employees need to be flexible and adaptable to succeed in an organisation that prides itself on the delivery of individual advocacy driven by the needs of the client, whilst also meeting the needs of overarching contract requirements. You may therefore be required to undertake other duties, roles and responsibilities. |
| Responsibilities:* To manage all organisational training needs and recognise responsibility for successful training outcomes and skill development across all employees, trustees and volunteers
* To manage and work within the agreed training budget
* To understand and take responsibility for the training requirements of individual contracts, including the production of training reports, Board reports and training data
* To ensure that all training needs are identified, met and recorded
* To effectively manage the training calendar and prioritise work accordingly
* To understand the relevant legislation and all organisational requirements in relation to Safeguarding, Personal Safety/Lone Working, Equality, Diversity & Inclusion and Health & Safety, and ensure the workforce is trained accordingly
* To work effectively with the Volunteer Engagement Co-ordinator to ensure volunteers receive appropriate and timely training
* To be the lead manager for partnerships with all identified training providers, except IAQ
* To develop appropriate training for external customers in order to generate organisational income
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| **Duties:*** To ensure accurate recording and reporting of all training activity, including oversight of individual CPD records
* To deliver workshops that improve peoples advocacy knowledge and skills and develop the notion multi disciplined advocates
* To oversee the continuing development of the Self Advocacy tool kit, training programme and associated material’s including sharing with other agencies where appropriate
* To develop quality, branded, training materials to support all in house training programmes
* To manage the training room and its resources
* To promote the rights, equality, diversity and needs of all by ensuring they are respected and valued as individuals within the training function
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| Skills, Experience or Knowledge required for the role:* Experience of delivering in–house classroom based training programmes
* Ability to deliver in–house workshops on a range of topics
* Experience of managing work priorities and delivering on agreed deadlines
* Understanding of the need for flexibility and change within the work place
* A commitment to the belief that everyone has a right to be heard, have choice and control, to be safe from harm and to live the life they choose
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