

Training Development Manager

Job Description

Supervision: Director of Services

About the Role:

The Training Development Manager is responsible for leading the continuous development of Triangle's specialised training programmes for Outcomes Stars. Our training empowers practitioners to build on their strengths to be able to unlock change and improve the service they offer to the individuals they support. Our training is essential to the effective implementation of Outcomes Stars, emphasising best practice through trauma informed, strengths-based and person-centred approaches.

Outcomes of the Role:

- Training and Licensed Training supports the overall strategic vision for Outcomes Stars and is continually developed to support our evolving strategy and deliver against commercial opportunities.
- Triangle offers a range of high-quality courses which enable effective use and implementation of Outcomes Stars, and our clients are delighted with their experience of our training.
- Our Licensed Trainers, and our Trainers, are supported to develop and thrive through Continuous Professional Development.
- There are efficient processes and systems supporting training delivery and organisation.

Main tasks

Leadership:

- Work with the Company Board and Leadership Team to:
 - Take the lead in developing a strategic vision and delivery plan for our training offer including ways to support our community of practice through our Licensed Trainer community and capture the impact and value of our training.
 - Own the delivery of the training vision and plan, ensuring our training offer is commercially valuable and sustainable.
 - Support the ongoing development of strategy and planning for Triangle and Outcomes Stars, including contributing at Leadership Team meetings and supporting other managers and areas of the business as needed.
 - Take the lead in developing and managing relationships with our sector specialist partners who are licensed to deliver Outcomes Stars training.
 - Contribute to developing and managing relationships with our international partner organisations, supporting with the development and quality assurance of their training offers.

Training development:

- Work closely with the Director of Services and the internal Training specialists to design impactful and innovative learning programmes that meet the needs of the clients.
- Produce training courses and resources for trainers in collaboration with the Product team to ensure training materials align with brand and tone of voice guidelines and are tailored to the relevant audiences.
- Ensure courses are developed in response to sector needs, are up to date and in line with methods and theories that support frontline practitioners delivering conversations for change.
- Linked to the above, Triangle intends to develop a new eLearning offer to clients. This role will be responsible for leading on the learning design within this initiative, working with colleagues and external partners as needed.
- Ensure the promotion and information about our training programme is engaging, clear and up to date, and communicates the impact and value of training as part of Outcomes Stars implementation.

Licensed Trainer development:

- Oversee all aspects of the training for Licensed Trainers (LT), contributing to the accreditation and training of LTs, updating training manuals, quality assurance and support for the community of LTs.
- Ensure the annual CPD programme is prepared, advertised and delivered to a high standard. Work with trainers to develop the programme.

Training quality:

- Ensure all Triangle Trainers, and Associates have the skills, knowledge and supporting materials to deliver the courses that they are responsible for (Trainers are line managed regionally)
- Engage with the peer review process and work with the Regional Managers to ensure any development needs for Trainers are addressed.
- Ensure CPD is available to our Trainers with support from the HR Manager.
- Analyse training evaluations for quality and offer support to the Trainers and to monitor client satisfaction, handling any complaints from clients.

Training co-ordination:

- Directly line manage Training Coordinators who are responsible for arranging dates, allocating trainers and maintaining efficient processes in England (Scotland and Ireland have alternative model).
- Contribute to development of efficient processes and systems.
- Alongside the Training Coordinators, oversee and monitor the allocation of training to both internal and Associate trainers.

Training delivery

- Deliver training as and when required and to develop own understanding and knowledge

Any other reasonable duties as required

Terms

- The post is 30-35 hours per week
- 5 weeks holiday a year
- Salary £42,230 FTE
- The post will be remote
- The post will involve meetings in person (all staff (x2 pa) and leadership team (x1 pa) in London) and other UK Travel will be required as part of the role – *travel will be paid by Triangle*
- Face-to-face meetings with the Training Coordinators at least annually to support line management.

Triangle Consulting Social Enterprise, May 2024