

### Staff Role Profile: Training Team Leader

<b>Job Level</b>	Level 3	<b>Job Reference</b>	#10070
<b>Directorate</b>	Education & RCT	<b>Work Location</b>	Reading, Berkshire
<b>Contract</b>	Permanent	<b>Reports to</b>	Training Team Manager

### Scale and scope of role

<b>Direct Reports</b>	Averaging eight to ten	<b>Indirect Reports</b>	
<b>Budgetary responsibility / accountability</b>		<b>Accountability for other Resources</b>	
<b>Reach and Impact</b>	Provision of First Aid training to customers and line management of the training team within Red Cross Training		

### Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

### Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

### Directorate overview

The role of Training Team Leader sits within the Training team in the Education directorate.

The Red Cross has been delivering first aid at work courses for more than 30 years and has an enviable reputation for quality and excellence. We hold ISO:9001 2008 quality management accreditation and Investors in People Gold standard, demonstrating the quality of service and training you can expect to receive when choosing the British Red Cross.

We are committed to providing a quality learning experience above and beyond your expectations. We achieve a customer satisfaction rating of 99.3 per cent and offer a unique, free online support programme to keep you updated once you complete your course.

With 180 training venues across the UK we're always on your doorstep and are also flexible to provide training at your premises where required.

### Purpose of the role

The holder of this post is responsible for ensuring that all trainers are given the specialist support and guidance required to deliver the various training courses.

The post holder will monitor and assess consistency in delivery, maintain resources and work with the team to develop and support the product offering. The focus will be on developing and motivating individuals to encourage an empowered environment and personal growth all within agreed training standards.

### Main responsibilities

1. Work with training team manager to, recruit, develop and maintain a team of trainers who are commercially aware and deliver training to agreed standards.
2. Manage the ongoing development and performance of direct reports through coaching and mentoring creating an environment that empowers the team.
3. Maintain and deliver a schedule of regular 1 to 1's, appraisals and observations both in and out of the training environment in line with the agreed competency framework.
4. Ensure that all training and activities undertaken by the team are in line with Health and Safety practices in the work place.
5. Work with central teams to ensure direct reports have access to maintained equipment and relevant stock items for training delivery.
6. Work with training team manager to devise and deliver a schedule of regular catch ups, informative team meetings, workshops and planning days which are both business focused and team orientated.
7. Maintain self and direct reports occupational competence in all key areas in accordance with business and strategic guidelines.
8. Deliver identified courses, as agreed with line manager.
9. Manage within the cluster the training venues, ensuring a positive customer experience including the monitoring of the cleanliness and tidiness and appropriate stock levels.
10. Submit monthly management reports around key performance indicators as required by the national training manager.
11. Liaise with training team manager, operations support and customer care managers to identify and resolve quality and administration issues.
12. Uphold the Fundamental principles of the Red Cross and Red Crescent Movement and to work within the Organisation's Equal Opportunities and Health and Safety policies.
13. Contribute to the maintenance of the ISO 9001 and Investors in People standards
14. To work as part of the RCT team, undertaking any other relevant duties within the overall scope of this post as may be required

## Criminal Records Check

### Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Child and Adult Workforce

## Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#).

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge	Essential □□	<ul style="list-style-type: none"> <li>&gt; Recognised training or teaching qualification</li> <li>&gt; Level 3 certificate in Assessing Vocational achievement or equivalent</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li>&gt; Educated to A level or GCSE equivalent by experience, including English.</li> </ul>	
Skills	Essential	<ul style="list-style-type: none"> <li>&gt; IT literate and competent in Microsoft office applications</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li>&gt; Knowledge of HR processes and procedures</li> </ul>	
Experience	Essential	<ul style="list-style-type: none"> <li>&gt; Experience of working in a demanding and diverse training environment</li> <li>&gt; Experience of delivering presentations and facilitating training workshops</li> <li>&gt; Experience of people management and development</li> </ul>	
	Desirable		
Behaviours		<p><b>Shaping our Red Cross future</b></p> <ul style="list-style-type: none"> <li>&gt; Seeking insight – Level 2</li> <li>&gt; Embracing and leading change – Level 2</li> </ul> <p><b>Connecting with our people</b></p> <ul style="list-style-type: none"> <li>&gt; Working collaboratively – Level 2</li> <li>&gt; Communicating and influencing – Level 3</li> </ul> <p><b>Achieving our best</b></p> <ul style="list-style-type: none"> <li>&gt; Solution focussed – Level 2</li> <li>&gt; Managing personal impact - Level 3</li> </ul>	
Additional requirements	Essential □□	<ul style="list-style-type: none"> <li><input type="checkbox"/> Upholds the fundamental principles and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamic).</li> <li><input type="checkbox"/> Ensures inclusive practice and promotes diversity</li> <li><input type="checkbox"/> Prepared to work additional and unsociable hours, including evenings and weekends, with occasional overnight stays</li> <li><input type="checkbox"/> Full UK Driving licence</li> <li><input type="checkbox"/> Prepared to travel around the regional area and occasional UK travel as required</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li><input type="checkbox"/> Support corporate strategy, RCT business objectives and KPI</li> </ul>	

**In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B. All disabled candidates who meet the essential criteria (☐☐) will be short-listed for interview in line with our commitment to the Disability Confident Scheme**