

## RCT Training Team Leader – Training Team

<b>Job Level</b>	3	<b>Job Reference No:</b>	#11342
		<b>Role review date:</b>	
<b>Directorate</b>	Finance and Social Enterprise	<b>Function</b>	Red Cross Training
<b>Service</b>	Training Team	<b>Reports to:</b>	Training Team Manager

**Scale and scope of role**

<b>Direct reports</b>	8-12	<b>Indirect reports</b>	0
<b>Budget responsibility/ accountability</b>	None	<b>Accountable for other resources</b>	None

**Context**

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives. We are part of the Red Cross and Red Crescent global humanitarian network.

**Our Values and Principles**

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that 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.

**Diversity**

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

**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 in the RCT portfolio. 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.

## Key responsibilities

### People Management

- Recruitment of trainers and manage their development during their induction period to become commercially aware and able to deliver training to agreed standards
- Manage the ongoing development of performance of direct reports through coaching and mentoring, creating an environment that empowers the team.
- Maintain a 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.
- Ensure that all training and activities undertaken by the team are in line with Health and Safety practices in the workplace.
- Work with central teams to ensure direct reports have access to maintained equipment and relevant stock items for training delivery.

### Pearson Centre

- Act as an assessor for the training team to support learners to complete the Pearson qualification
- Comply with all centre policies and procedure to ensure a high-quality provision
- Maintain accurate records including Ecordia and Pearson
- Review practices and identify improvements for the learner and the centre

### Development

- Work with the Training Team Managers 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.
- Maintain self and direct reports occupational competence in all key areas in accordance with business and strategic guidelines.

### Operational Requirements

- Provide to TTM informative management reports, as required, on progress of individuals and actions plans, and achievement of KPI's, identifying areas of risk with suggested action plans to mitigate the risk.
- Provide cover for trainers as and when required to deliver training.
- Create an engaged learning culture within the team.
- Manage the training venues, ensuring a positive customer experience, including the monitoring of the cleanliness and tidiness and appropriate stock levels.
- Liaise with the TTM, operations support and customer care managers to identify and resolve quality and administration issues.

### Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.

- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

**Team Leader**

- All team members understand their responsibilities and objectives in terms of development
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

**Team Member**

- Actively participates in all team meetings.
- Supports other team members and provide holiday and absence cover
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

**Pre-engagement checks**

**Criminal Records**

Type of criminal record checks required for this role

<b>England and Wales – Disclosure and Barring Service (DBS)</b>
• Enhanced – Child and Adult workforce
<b>Scotland</b>
• Protecting Vulnerable Groups (PVG) – Adult and Child
<b>Northern Ireland</b>
• Access NI – Enhanced Vulnerable Adults and Children

**Drivers Check - Required – Yes**

## Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
<b>Knowledge and Skills</b>			
<p><b>Essential</b></p> <p>Educated to GCSE standard (or equivalent) including maths and English (Grade C or 5 or above).</p> <p>Award in Education &amp; Training or equivalent.</p> <p>Proficient in Microsoft Office.</p> <p>Knowledge of good practice in coaching techniques.</p> <p>Knowledge of excellence in facilitation skills.</p> <p>Ability to use a variety of coaching techniques.</p> <p>Ability to communicate across all levels within a diverse team.</p> <p>Ability to motivate individuals and teams.</p>	<p>S</p> <p>S</p> <p>S</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p>
<p><b>Desirable</b></p> <p>Certificate in Assessing Vocational Achievement or equivalent.</p> <p>Knowledge of first aid education.</p> <p>Ability to manage change in a dynamic environment.</p>	<p>S</p>	<p>I</p> <p>I</p>	<p>A</p> <p>A</p>
<b>Experience</b>	<b>S</b>	<b>I</b>	<b>A</b>
<p><b>Essential</b></p> <p>Coaching and developing people in a training environment to improve performance.</p> <p>Carrying out effective induction programmes.</p> <p>Carrying out all aspects of the training cycle.</p>	<p>S</p> <p>S</p>	<p>I</p> <p>I</p> <p>I</p>	<p>A</p> <p>A</p> <p>A</p>
<p><b>Desirable</b></p> <p>Assessing vocational qualifications.</p> <p>Working with a dynamic and diverse team focussing on goals and objectives.</p> <p>Working with quality assurance system in a training environment.</p>	<p>S</p>	<p>I</p> <p>I</p> <p>I</p>	
<b>Additional requirements</b>			
<p><b>Essential</b></p> <p>Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b>.</p>			
<p><b>Desirable</b></p> <p>Requirement to travel around the allocated geographical area on a daily basis</p>		<p>I</p>	
<b>Values in Action</b>			
<p><b>Dynamic</b> - We move forward as one team.</p> <ul style="list-style-type: none"> <li>- Every day, we're adapting, innovating and learning.</li> <li>- When the unexpected happens, we are calm, quick and efficient.</li> <li>- We respond smartly, using clear processes and systems.</li> </ul>		<p>I</p> <p>I</p> <p>I</p>	
<p><b>Compassionate</b> - We stand for kindness.</p>			

<ul style="list-style-type: none"> <li>- People come first, no matter who or where they are.</li> <li>- We have genuine, open-minded conversations.</li> <li>- Together, we're a united force for good.</li> </ul> <p><b>Inclusive</b> - We are open to all.</p> <ul style="list-style-type: none"> <li>- We treat each other with dignity and respect.</li> <li>- Every person's uniqueness is valued, supported and celebrated.</li> <li>- Our individual backgrounds and experiences make our organisation stronger.</li> </ul> <p><b>Courageous</b> - We are bold.</p> <ul style="list-style-type: none"> <li>- We show our strength by doing the right thing.</li> <li>- We aren't scared to test our creative ideas.</li> <li>- As humanitarians, we go the extra mile to help people in crisis</li> </ul>	<ul style="list-style-type: none"> <li> </li> <li> </li> <li> </li> </ul> <ul style="list-style-type: none"> <li> </li> <li> </li> <li> </li> </ul> <ul style="list-style-type: none"> <li> </li> <li> </li> </ul>	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.