

Job title: WORKFORCE DEVELOPMENT MANAGER

Responsible to: Chief Executive

Responsible for: In-house Workforce Development Trainers
Workforce Development Administration
Workforce Development Associate sub-contractors

Purpose: To develop and manage the provision of high quality, cost effective management and workforce development training programmes for the benefit of employers, their employees and the financial well-being of the Association.

Key responsibilities of the role

- Produce an annual budget for the Workforce Development Operation and operate to it, meeting income targets and achieving a minimum 10% surplus.
- Expand provision throughout the two counties, proactively finding and working with new clients.
- Manage and develop relationships with existing clients.
- Manage and develop team of in-house and sub-contract trainers.
- Carry out business training needs analysis for local employers.
- Design and deliver training materials and programmes to meet the needs identified using a range of in-house and sub-contract expertise.
- Identifying and implementing a range of training techniques.
- Deliver training in appropriate subjects.
- Monitor tender and funded opportunities to deliver training activity.
- Ensure enrolment, certification, quality assurance and resources are suitable to facilitate and maintain high standard training programmes.
- Ensure the Association provides an Outstanding customer experience.

General duties and responsibilities:

- Achieve agreed individual targets set for the operation through the Quality Improvement Plan, Strategic Plan or Management Actions, plus any personal development plan targets.
- Ensure continual improvement of operating processes and training provision.
- Support in the achievement of the objectives of the Association.
- Ensure members of staff operate with a high degree of motivation and morale and realise the Association's stated expectations.
- Ensure your personal knowledge remains up to date and appropriate for the role to enable current compliance and to work proactively towards future changes including consideration of training methodologies and future skills needs.
- Carry out all duties and lead by example with your approach to the Health, Safety and Wellbeing of all learners, colleagues and visitors.
- Carry out all duties in accordance with the Staff Handbook and the Association's Policies and Procedures.

- Respond positively, promptly and effectively to requests for information and assistance.
- Represent the Operation and the Association generally at meetings and events.
- Maintain the image and reputation of the Association within the membership and associated organisations and with regard to the general public

Additional Responsibilities - other:

- Provide focus and coherence to the promotion and selling activities throughout the organisation
- Actively help promote all of the Associations services externally
- Advise CE/Operations Managers of progress in promoting and selling of services

Limits of authority

- The Chief Executive must be consulted before any formal disciplinary action is taken.
- Purchases and financial authorisation shall be in accordance with the specific procedure.
- New programmes, or significant changes to existing programmes, may only be made with the agreement of the Chief Executive.

Supporting documentation

- Contract of Employment
- HWGTA Staff Handbook
- HWGTA Policies and Procedures

PERSON SPECIFICATION		
Attribute	Essential	Desirable
Attainments & previous experience	<p>Proven track record in business development, growth and account management</p> <p>Strategic & Operational experience within a commercial environment</p> <p>Experience in managing individuals and teams.</p> <p>Budget management experience.</p> <p>Experience in delivering training in leadership, management or other specialist area.</p> <p>Minimum Level 5 qualification in Leadership/Management or appropriate subject.</p>	<p>Assessor/Verifier qualifications</p> <p>Training qualification</p> <p>Specialism in a specific accreditation e.g. ILM</p> <p>Tender/bid writing experience and/or exposure to ESF and/or AEB contracts</p> <p>Experience in implementing and embedding CRM or Learning Management Systems</p>
General ability or intelligence	Excellent communication skills – verbal, written, presentation	Evidence of creative flair and imagination
Special aptitudes	<p>Excellent interpersonal and communication skills</p> <p>Confidence with working with people</p>	<p>Sensitive to client needs</p> <p>Tactful</p> <p>Able to respond to wide range of personnel</p>
Disposition	<p>Team player</p> <p>Self-starter</p> <p>Confident</p> <p>Approachable</p> <p>Trustworthy</p> <p>Conscientious</p>	<p>Able to mix with all ages</p> <p>Conscientious</p> <p>Fair</p> <p>Good listener</p>
Circumstances	Car driver with Full licence	

Disqualifiers (the following items will disqualify applicants from further consideration)

- DBS (Disclosure & Barring Service) rejection
- Lack of proficiency in English or numeracy
- Unwillingness to develop own competence on a continuous basis
- Unwillingness to undertake job related training
- Inability to work outside normal hours
- Inability to work in both Hereford and Worcester