

YMCA North Tyneside

Job Description

Job Title:	Training & Education Manager
Salary:	TBC
Hours of work:	30 - 37.5 hours per week (negotiable)
Duration of contract	Permanent - 52 weeks per annum
Reporting to:	Head of Operations: Client Services

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking community programme work in areas of North Tyneside.

Over time YMCA North Tyneside has become recognised as a well established services delivery Voluntary Organisation in the area as well as playing an active role both sub-regionally and regionally.

This role contributes to the provision of Training and Education services, as part of YMCA's Church Way "Centre of Community", which also include YMCA Gym, a training kitchen, provision of space for tenants, room hire for meeting, activities and conferences.

Job Purpose:

To lead, provide direction and support a team of tutors, to ensure that learners and volunteers are able to take the maximum benefit from the opportunities on offer to them.

Ensure the achievement of targets within YMCAs' training and education programmes. These are twofold: primarily YMCA is concerned with ensuring that the learners are able to develop in areas that will have a demonstrably positive effect on their lives, however to do this YMCA must ensure that adequate ongoing and sustainable funding is maintained. Thus, the postholder must contribute to the process of securing funding for programme continuation and the creation of new programmes to support learners needs.

Accountable for all numbers recruited to the programmes and the outputs, including learning outcomes, qualifications and additional education or training opportunities and sustainable employment outcomes.

Contribute to the development of the training team through identification of learning needs, coaching, mentoring and 1:1s.

Build strategic relationships with partners and stakeholders.

Coordinate the recruitment and management of YMCAs volunteers.

Reporting to:

Head of Operations: Client Services at YMCA.

Main Responsibilities:

1. Lead/manage the Training and Education team. This consists of the training cafe, alternative education provision and social enterprises.
2. To coordinate the recruitment and support of YMCAs volunteers, working with internal Volunteer Ambassadors within teams to ensure successful outcomes for both YMCA and the volunteers.
3. Sets clear, challenging, but realistic targets and goals for the programmes, in conjunction with business objectives.
4. Own the learning and quality processes and procedures. Ensure good practices, and conduct monitoring exercises; reporting and taking action on areas of non-compliance.
5. Responsible for the quality of teaching and learning within the programmes including quality of learning materials.
6. Develops trainers based on the identification of their skill needs and business requirements.
7. Proactively identify and recommend process improvements including initial assessment, diagnostics, formative and summative assessment, ILP planning.
8. Ensure training materials and programme are up to date through consultation with employers and through awareness of industry trends.
9. Contribute to the strategic direction of the programmes and helping to ensure sustainable and continued growth.
10. Contribute to marketing and PR activities to ensure the successful promotion of the programmes and recruitment of learners and volunteers.
11. Ensure that learners and volunteers are able to benefit from their relationship with YMCA as much as possible, by identifying additional opportunities for learners to develop, progress and learn.
12. Evaluate programme success both ongoing as well as formally through the programme evaluation process including formal feedback from stakeholders and partners.
13. Produce accurate and timely reports and claims for stakeholders and partners in appropriate format.
14. Collate and analyses programme management information.
15. Maintain accurate records, as required.
16. Contribute to the process of securing funding for programme continuation and the creation of new programmes to support learner's needs.
17. Be 'hands on' in delivery, as required, to ensure quality of learning and outcomes are maintained and trainers are supported in their work.
18. Undertake any other duties that may reasonably be required in order to meet set objectives.
19. Responsible for the Health & Safety of learners, volunteers and the training team.

Scope and Limits of Authority:

The post holder is free to act in the performance of day to day duties. Any new development must be discussed with the Head of Operations: Client Services.

Relationships:

The post holder will liaise with the following on a daily basis:-

- Head of Operations: Client Services
- Head of Operations: Programme Support & Strategy - for monitoring and compliance
- Training and Education Tutors (and freelancers)
- Teaching and support staff at other establishments
- Learners
- Volunteers
- Funders
- Schools, local partners , stakeholders and other organisations wh may refer learners

Job Description agreed on: 14th March 2017

Post Holder signature Date

Job Title: Training and Education Manager

Line Manager signature Date

Job Title: Head of Operations: Client Services

HR signature Date

Job Title: Head of Operations: Programme Support and Strategy

SECTION B. Person Specification

Knowledge:

Essential:

- Appropriate teaching and/or assessing qualifications.
- Good working knowledge of core educational and training funding opportunities.

Desireable:

- An understanding of best practice models for volunteering.

Experience:

Essential:

- Experience of working with young people (16 - 25 years) in an educational or training setting.
- Prior experience of recruiting learners and delivering programmes to some of the hardest to reach young people, including those who are economically inactive.
- Demonstrable experience in managing the timely and accurate completion of essential paperwork related to learner assessment, development and funder/partner returns.

Desirable:

- Experience of developing new programme concepts and obtaining funding for them.
- Experience of coordinating and developing volunteers and a volunteer programme including recruitment, support and management.

Skills and Abilities:

Essential:

- Excellent communications skills in relation to learners, tutors, funders and stakeholders.
- The ability to positively engage with people of all life stages (19+ years) and economic/personal situations.
- Proven track record in managing a complex and dynamic enterprise or learning unit.
- A desire to take a learner first approach and to help make a difference in people's lives

SECTION C: Terms and Conditions

Salary:	TBC
Hours of work:	TBC (52 weeks per annum)
Paid Leave entitlement:	As per contract of employment
Sick pay provision:	As per contract of employment

Pension entitlement:

You will be autoenrolled into the YMCA pension scheme, subject to meeting government set thresholds.

Period of notice offered and required:

As per contract of employment

Conditions of appointment:

- Subject to satisfactory references, and criminal background check through the Disclosure and Barring Service (DBS).
- A requirement to training / events / courses deemed relevant and appropriate when post requires.
- The first three months of your employment will be regarded as a probation period, during which time an assessment of your performance, conduct and attendance will be made. The completion of your probationary period will, however, be subject to a formal review and you will not have completed your probationary period until that review has taken place and you have been confirmed in post.

Miscellaneous:

Outside paid employment must not take place within, overlap or interfere with YMCA contracted hours

This job description sets out the task requirements required of this post.

Along with the Staff Handbook and the letter of appointment it forms the terms and conditions of employment within the Association.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended, reflecting any changing of the job. Such reviews will be carried out in conjunction with the staff concerned and one month's notice given of any change in the job description.