

## Job Description

<b>Job Title</b>	Leadership & Management Trainer
<b>Location</b>	Operating from home, however regular (2/3 times per month) travel is required predominantly to the South of England.
<b>Hours of Work</b>	37.5 hours per week
<b>Responsible to</b>	Learning and Development Manager
<b>Travel</b>	You will be required be required to travel to different locations. You will have a full UK driving licence and, when required be able to use your own vehicle, which must be insured for use on business using your own vehicle
<b>DBS Check</b>	Always Consult is committed to safeguarding. For specific job roles post holders will be subject to a satisfactory DBS check.
<b>Remuneration</b>	£38,000-£43,000 depending on experience

### Always Consult – Who we are

Based in Shrewsbury, Always Consult has been an established training provider since 2009. For the majority of our history, we have focused on commercial training in areas such as leadership management, careers advice and guidance, coaching and mentoring and business development.

In 2017, with the advent of the Apprenticeship Levy, Always Consult applied and was successful in joining the RoAPT. This allowed us to deliver a number of our existing programmes through the apprenticeship system. We have been actively delivering apprenticeships since December 2017 with a focus on leadership and management specifically, within healthcare. The majority of our apprenticeship programmes seek to upskill doctors and nurses in the soft skills, for which they receive limited training, in order to allow them to function within, lead and manage multidisciplinary clinical teams. There is a direct correlation between poor clinical leadership and poor patient outcome.

Our programmes have taken the generic curricula of the apprenticeship standards and adapted them to suit the clinical environment, making them relevant and useful to the clinicians in training. Latterly, with the arrival of the Career Development Professional Level 6 apprenticeship standard, we are delivering some of our careers advice guidance training through the apprenticeship system as well. Our clinically led focus on leadership with healthcare has struck a chord with many in the sector. Through our focus on delivering the highest standards to both our learners and employers, we have been fortunate to grow our apprenticeship provision significantly over the last few years. We pride ourselves on ensuring that our provision is innovative and creative, supporting the needs of our learners.

## Our Vision

Our goal is to provide outstanding training delivery methods, deliver an exceptional standard of quality and provide a world-class customer service, to benefit the organisation and learners we support.

## Our Values

- **Integrity:** We do the right thing, by being honest, transparent and committed to all our customers and our company, without integrity our company would not succeed.
- **Respect for People:** We value people’s differences and respect diversity. We have no time for politics or micro aggressions. We open our minds to other’s life experiences which creates innovation and creativity within our company.
- **Accountability:** We take responsibility for our own actions and put things right when needed. We own it and we do what we say we’ll do.
- **Customer Centric:** We pride ourselves on our flexibility and we are adaptable in our approach to all customers’ needs, regardless of whether they are, our stakeholders, our team, our learners or our clients. We strive to give them the best experience by going the extra mile. We act on our feedback for continuous improvement.

## Main Purpose of Post

As a trainer of leadership and management you will be responsible for delivering high quality training, development and support which meet the required standards and enables learners to achieve their development objectives. Whilst most training is related to those going through the apprenticeship route the Company also offers leadership and management training commercially to meet specific needs of external companies. We know helping our learners and employers achieve their objectives is a team effort, and we encourage our people to work in a supportive and collaborative way.

Principal Duties & Responsibilities
<p>The following list of duties serves as an illustration and is not exhaustive.</p> <p>We work within the health and education sectors to support managers, leaders, teams and individuals empowering their potential – enabling them to learn, adapt and thrive.</p> <ol style="list-style-type: none"> <li>1. As a leadership and management trainer you will be responsible for contributing to the design, development and leadership and management subject areas in both the commercial and apprenticeship arms of the business and report to the Learning and Development Manager on all training development.</li> <li>2. Engaging with learners through distant learning or face to face in a classroom environment adapting your style to best support learners.</li> </ol>

3. Ensuring the design and delivery of training enables all learners to receive the highest quality experience in line with company standards and external requirements.
4. Planning activities / sessions which stretch and challenge learners of all backgrounds and abilities.
5. Ensuring learning and training adheres to the standards of the apprenticeship programme to ensure consistency and fairness throughout all teaching, learning and assessment delivery techniques.
6. Providing colleagues with updates on the progress of their learners to whom you provide training, raising any concerns and addressing any issues.
7. Providing input into strategic training and learning planning, ensuring proposed training and learning activities are consistent with the plan and form the most efficient mechanism for delivery.
8. On the commercial training side, dealing with requests for bespoke leadership and management training, working with the organisation to shape their learning/ training needs, developing and delivering high quality training.
9. Initiating and supporting mechanisms to assess the effectiveness of learning and development interventions at both individual and organisational levels.

#### **Other Activities**

10. Participating in staff development and continuous professional development in line with the post and agreement, following staff appraisal, according to company policy. Maintaining a CPD log to evidence this.
11. Attending and providing positive contributions to meetings, workshops and other training sessions in connection with the post
12. Promote Safeguarding and Prevent, equality of opportunity, inclusivity, diversity, respect, and tolerance in line with company policies throughout the company and all its activities.
13. Promoting and being an ambassador of equality of opportunity, inclusivity, diversity, respect and tolerance in line with company policies throughout the company and all its activities.
14. Promoting the company as an ambassador through contact with learners, employers and key stakeholders.
15. Any other duties that may be deemed necessary to meet the requirements of the post and company.

These duties may be amended from time to time to meet the changing needs of the Company.

## Person Specification

### Education and Qualifications

#### Essential

- Level 3 standard Education & Training Qualification or equivalent
- You will have a full UK driving licence and be able to travel to different locations using your own vehicle if required

### Experience and Knowledge

#### Essential

- Previous knowledge and experience of L3 Team Leader/supervisor and L5 Operations/Departmental Manager apprenticeship programmes and standards.
- Minimum 3 years training design and delivery experience (online and face to face)
- You will have a broad understanding of leadership and management, the theories and knowledge around the subject and its application in the workplace
- You must have experience of using IT systems and online applications (Microsoft office, word, email etc) and able to document learners progress using the Company's manual and online tracking systems
- You must have knowledge of data protection and GDPR requirements
- You must have an understanding of health and safety in the work environment

#### Desirable

- You will have experience of working within either a large commercial organisation or local authority / NHS
- Experience of using an e-portfolio system

**Aptitude, Skills and Abilities**

**Essential**

- You must have excellent presentation, facilitation and coaching skills
- Ability to apply theoretical understanding of effective practice in teaching, learning and assessment
- Able to assess the relevant subject and curriculum areas using different methods
- You must have an aptitude to inspire, motivate and influence with an enthusiasm for learning
- You must be fully functional in English and Maths
- Your communication skills must be at a level that you can engage, guide and influence learners
- You must have sound organisation and administrative skills, be organised and able to manage your own workload, planning, scheduling and monitoring activities to meet required deadlines

**Personal attributes**

**Essential**

- You must also be passionate about leadership and management; the impact this has on organisations' performance and outcomes and the role you play in facilitating this.
- You must have a positive attitude and resilience, able to maintain effective work performance even when there are setbacks
- With high levels of personal motivation, you must be committed to working hard to achieve goals, aiming to exceed expectations
- Working as part of a larger, dispersed team, you must be able to work effectively as a team member whilst also enjoying independent working.
- You must be flexible, adaptable, and welcome new ways of working
- Resilient and able to handle problems and issues effectively only referring upwards when necessary
- You must be committed to your own professional and personal development, maintaining up to date CPD and keeping abreast of latest advances

**Job Description / Person specification Leadership and Management Trainer (Created June 2023)**

Signed Manager..... Signed Job Holder .....

Date.....

Date.....