

Woking Mind - Job Description

Job Title: Training Delivery and Development Manager – Workplace Wellbeing

Purpose:

To co-ordinate the external delivery of our workplace wellbeing related training courses

Reports to: Director of Development

Key Relationships: Senior Leadership Team, CEO's and HR business partners in organisations. National Mind, other local Minds

Location: Headquarters in Woking and some home working

Hours: 15 hours per week (can be worked flexibly)

Salary Range: £12,480 to £14,820 pa

Overall Purpose of Job

Support the growth of the workplace wellbeing programme at Woking Mind by managing associate trainers in terms of recruitment, usage and evaluation, liaise with external organisations to make new bookings, develop bespoke training materials and deliver some of our training to organisations as well as ensure all relevant administrative objectives are managed for each course delivered. This individual would ideally, update and post on linkedin about our workplace wellbeing programme and any relevant developments, trends and open courses.

Main Responsibilities

1. Manage freelance trainers who deliver the training – including regular supervision, supporting trainers with training follow up, feedback and development
2. Assist with the recruitment of freelance trainers with a strong background in mental health and wellbeing and ensure that trainers have the right skills and expertise to deliver the training
3. Negotiate with external trainers on cost and ensuring a high standard of training is delivered at all times
4. Liaise with external organisations in making new bookings and securing dates for training
5. Build on existing basic workplace wellbeing training offer to create a professional, well researched variety of training programmes and work with the Head of Workplace Wellbeing Sales and Marketing in selling these to organisations
6. Develop core training materials across a variety of topics such as Mental Health Awareness, Building Emotional Resilience, Coping with working remotely.
7. Develop a specific training course for Mental Health Conversations for Managers
8. Assist in the development of Wellbeing Champion/Mental First Aider network meetings in collaboration with Havant and West Sussex Mind

9. Develop principles of training delivery such as quizzes, polls
10. Deliver training as needed.
11. Gain qualification in the Good Boss product and look to see how we can encourage clients to use it, ideally with the psychometrics but also possibly just as training for established or first time managers. A non-training based offering which focuses on improving leadership and management skills.
12. Act as main point of contact for those wishing to purchase training courses. Dealing with incoming enquiries and bookings promptly, and work through until conclusion; telephone, email, etc. Liaise with the third party organisation to understand what needs to be organised at the training venue.
13. Record session bookings and related information on database/CRM.
14. Create, proof read and print necessary materials relating to the training session, assemble training materials, and liaise with trainer to collect/drop off prior to the training session date.
15. Manage course cancellations and handle any concerns and/or queries from the client.
16. Act as the link person to work with Marketing and Fundraising team to update the website with relevant information and support the production and marketing of training products to clients as well as manage the Woking Mind linkedin profile
17. Produce monthly report on all training activity.
18. Monitor training feedback forms with the Head of Business and Corporate Relations; create and report on online training numbers and member satisfaction using system reporting tools and delegate questionnaires.

Budgets and financial control

1. Work to targets; regularly review income generated via training delivery
2. Authorise and record trainers' expenses and overtime claims, including contracted trainers invoices.
3. Budget preparation and management
4. Produce quotations and purchase orders
5. Produce invoices and track to ensure payment is received
6. Monitor training income, recording income received and income expected.

Internal and external liaison

1. Manage the casual trainers to ensure training is delivered to a high standard whilst looking after their wellbeing. This includes helping them manage their time in partnership with their service line manager, checking in with trainers before and after training, following up in any issues, giving open and honest feedback, offering appropriate personal development.
2. Review training delivery with the CEO and Director of Development
3. Work with operational teams on promoting our workplace wellbeing training offer
4. Support the communication and awareness raising of workplace wellbeing alongside the Marketing and Fundraising Team
5. Represent Woking Mind to external bodies and supporters. Where necessary, carry out this representation proactively with the aim of furthering Woking Mind's workplace wellbeing offer
6. Provide excellent customer service at all times

General

1. Work within Woking Mind policies and procedures
2. All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, service users, supporters and the general public
3. All employees have a responsibility to prevent abuse and neglect and report concerns

4. This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Woking Mind

Woking Mind - Person Specification

Job Title: Training Delivery and Development Manager – Workplace Wellbeing

Location: Head Office, Woking or remote working

Requirement	Essential or Desirable
Qualifications / Education / Training: Qualified to a level 3 standard or higher, professional qualification or equivalent or relevant experience	Essential
Experience Experience in delivering training/presentations Previous experience of working in a process driven role Previous experience of working in a learning and development environment Previous experience of database / CRM / processes Setting and working to achieve targets Marketing experience	Essential Essential Desirable Essential Desirable Desirable
Knowledge/Skills/Competencies The ability to co-ordinate and manage freelance trainers Understanding of workplace wellbeing and/or mental health Strong client account management skills The ability to form and maintain excellent relationships with key stakeholders High degree of professional organisation and time management; ability to multitask The ability to adapt to changing business needs Excellent administration skills An enthusiastic team player Experienced user of MS Office Excellent interpersonal and written and verbal communication skills, and the ability to engage with people from different backgrounds, including empathy with people with a mental health condition	Essential Essential Essential Essential Essential Essential Essential Essential Essential

Requirement	Essential or Desirable
<p>Numerate: experience of managing budgets</p> <p>Ability to work independently but ask for support when needed</p>	<p>Desirable</p> <p>Essential</p>
<p>Other:</p> <p>Access to a vehicle</p> <p>Engagement with the third sector agenda</p> <p>Commitment to Woking Mind's values</p> <p>Commitment to Woking Mind's Equal Opportunities and Diversity policies.</p> <p>Willingness to undertake any training relevant to the role</p> <p>Willingness to undergo an Enhanced/Enhanced & Barred DBS check where relevant</p>	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Date job originated: September 2021
Reviewing manager: Diana Chan