



Job Description

Position:	Training Coordinator
Salary:	£26,470 (pro rata) / £21,176 (actual)
Hours:	28 hours per week (part-time)
Reporting to:	Service Director

Summary of Main Duties and Responsibilities

To build on and develop Manchester Mind's training offer, which aligns with Manchester Mind values of Openness, Belonging, Strength and Collaboration. To gain new business, bid for contracts and coordinate the promotion of our training programmes:

Main Duties

- Maintain and develop a relevant and well researched training business strategy based on understanding of current performance and market research on competitors and potential need.
- Working closely with trainers, training administrator and communications coordinator, oversee quality of training, branding and stock management of training materials.
- Ensure that there are collaborative and supportive relationships built with trainers.
- Develop good relationships with employers, funders and commissioners .
- Manage commercial and funded training contracts.
- Support the development of new training based on market research and the business plan.
- Provide regular supervision for the training administrator.
- Develop and manage training evaluations.
- Identify and implement innovative ideas for supporting delivery of training in new ways e.g. online modules.
- Working closely with the Communications Coordinator, oversee implementation of a marketing strategy including promotional materials, advertising, social media and events.
- Work with the Volunteer co-ordinator to develop a pool of volunteers with lived experience to support delivery of training courses.
- Communicate and share information with other staff for cross-marketing purposes, i.e. employers become charity of the year partners and/or Good Mood Food clients
- Deliver training, if and when appropriate.
- Work with other Local Minds in the Greater Manchester partnership on a GM wide training offer.

General Responsibilities

- To maintain a professional and confidential approach to work at all times.
- To actively participate in regular supervision sessions, and team meetings as requested.
- To be willing to attend appropriate training courses as agreed with the Service Director.
- To contribute to the effective and efficient running of Manchester Mind, by awareness and compliance, of policies and procedures, including Health and Safety.
- To create positive relationships and to treat all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Minds core aims and values, and adhering to equal opportunities and diversity statements and policies.
- To ensure all data processed within training is compliant with General Data Protection Regulations.
- To work outside of normal office hours if required to do so to meet the needs of the service.
- To carry out other duties as requested by the Service manager or other senior member of staff.

This job description may be subject to joint review from time to time between the post holder and Manchester Mind, and as such is liable to amendment.

Person Specification

All essential unless otherwise stated.

Knowledge and Experience

- Experience of managing and developing a business in a way, which aligns with organisational values.
- Experience of collaboratively developing training materials.
- Experience of developing publicity and promotional materials.
- Experience of developing open and supportive relationships with employers/customers.
- Ability to gather data and write reports for funders/trustees.
- Ability to develop a business plan.
- Knowledge and awareness of the impact of mental health on people's lives.
- Experience of developing IT solutions to develop training.
- Experience of submitting tenders. (DESIRABLE)
- Experience of delivering training. (DESIRABLE)

Skills and Personal Qualities

- Strong organisational and time management skills.
- Ability to manage a complex workload
- Ability to work in a collaborative way with colleagues and in a way that recognises and develops potential in others.
- Ability to share resources, skills and talents enabled by clear and meaningful communications.
- Good IT skills in Microsoft Office and Outlook express
- Experience and skills in Civi or similar CRM databases
- Appreciation of equal opportunities and a commitment to working within the framework of Manchester Mind's equal opportunities and other policies.
- Ability to develop kind relationships that lead to people feeling accepted, understood and able to contribute.