JOB TITLE:	TRAINING EXECUTIVE
JOB HOLDER:	VACANT
REVISION (HR Office Use):	MAY 2022

1 MAIN PURPOSE OF THE JOB

To ensure the effective delivery of the training portfolio. The post holder will support the design, creation and delivery of the Academy's online solutions for the public and in-house portfolio. The Training Executive will work with the Training manager to ensure the CIOB continues to deliver high quality training to the construction industry.

2 POSITION IN ORGANISATION

This role reports directly to the Training and Qualifications Manager

3 DIMENSION & LIMITS OF AUTHORITY

n/a

4 SKILLS & EXPERIENCE

- Degree level qualification, preferably in related discipline
- Working knowledge of best practices pertaining to training development and delivery
- Ability to work with learning platforms and technology
- Advanced IT skills: MS office, especially powerpoint and word
- Excellent communication and interpersonal skills.
- Ability to plan, multi-task and manage time effectively.
- Experience working with external stakeholders to deliver learning-based content
- Experience of co-ordinating the delivery of training or events
- Experience of development of learning content preferred
- Excellent customer service
- Willingness to adapt and participate in activities outside the "core role "as required
- Experience of the construction and built environment sector would be a significant advantage

DUTIES & KEY RESPONSIBILITIES

Product Management (45%)

- Schedule and host online classrooms and consolidation webinars according to the overall schedule, ensuring excellence in delivery based on customer feedback
- Administer the Academy's LMS, including creating courses, adding content and activities, and managing assessment uploads.
- Train and support subject matter experts on the delivery of online classrooms using the relevant software
- Monitor online courses, including forums and assessments, ensuring engagement meets delegate and course requirements
- Monitor trainer performance, ensuring professional delivery and delegate engagement and make recommendations where appropriate
- Produce and maintain a train the trainer document on how to deliver online courses

- Review course feedback and create reports to communicate relevant training performance metrics to colleagues and internal business partners.
- Build and manage relationships with trainers, and internal stakeholders
- Support the Training and Qualifications Manager in dealing with inbound queries (email and phone) related to the online portfolio and respond in line with departmental KPIs
- Provide additional product management support support to the Training and Qualifications Manager across whole portfolio

Product Development (40%)

- Assist the Training Manager in identifying new course topics and subject matter experts using a variety of data and resources
- Support the creation of content by offering insight to subject matter experts on best practice in the design and delivery of content
- Work with subject matter experts on learning content production, including recordings, presentations and course descriptions
- Provide quality assurance of all learning content, and where appropriate, edit and adapt learning materials in line with instructional design best practices
- Proactively look for ways to improve existing courses and for new ways to deliver online content

Other activities (15%)

- Process bookings and use the in-house finance system to produce purchase orders and invoices as required to support Training Co-ordinator
- Provide support and assistance to marketing and communications team with product knowledge and briefing.

PLEASE SIGN BELOW

JOB HOLDER: ……..	**MANAGER:** ……
DATE SIGNED ……..	**DATE SIGNED:** ……
DATE ON WHICH EMPLOYEE COMMENCED UNDERTAKING THIS ROLE	

Please forward a signed copy + an electronic copy to the HR department.