JOB TITLE:	TRAINING & QUALIFICATIONS MANAGER
JOB HOLDER:	VACANT
DATE UPDATED:	MAY 2022
REVISION (HR Office Use):	VERSION 3

1 MAIN PURPOSE OF THE JOB

The Training & Qualifications Manager will work closely with senior representatives from across the construction industry to develop and manage CIOB Academy training courses and bespoke training proposals, and oversee their implementation and assessment of the outcomes.

2 POSITION IN ORGANISATION

This role reports directly to the Associate Director - Academy and will have line management responsibility for the training coordinator and Training Executive. Other relevant stakeholders include CIOB Knowledge Hub, Subject Matter Experts and CIOB members.

3 DIMENSION & LIMITS OF AUTHORITY

Authorisation limit on Academy budget codes up to £2,000.

4 SKILLS & EXPERIENCE

- Significant experience of product development and management within the training qualification or education field.
- Track record in designing and executing successful Training programs
- Demonstrable knowledge of best practice for both traditional and modern training methods (face to face, distance learning, blended learning and eLearning)
- Proven ability to deliver and manage budgets in line with departmental objectives and forecasts
- Strong leadership skills and experience of managing a team to deliver excellence
- Excellent communication skills both written and verbal, with the ability to communicate effectively at all levels from senior stakeholders to members of the public
- Ability to handle multiple tasks, manage time effectively and deliver according to deadlines
- Excellent IT skills, including online learning platforms, Microsoft Office software and database platforms
- Experience of the construction and built environment sector would be a significant advantage.

DUTIES & KEY RESPONSIBILITIES

50% Product Development & Management

- Manage the whole product lifecycle, from development to delivery and review according to the overall product plan and in accordance with overall targets
- Develop and manage internal quality assurance processes for the management and delivery of qualifications, classroom courses, and online/blended learning.
- Identify and assess current and future training needs of the built environment and translate these into exceptional quality courses that contribute to the Academy's growth and targets
- Build and manage a network of technical experts, including trainers, e-learning developers and verifiers.
- Lead on the development of materials for all new courses, certifications and qualifications ensuring they meet our quality standards
- Develop and deliver bespoke training proposals for in house clients that achieve require commercial returns and exceed client expectations
- Maintain an understanding of training trends, developments and best practices.
- Build and maintain strong relationships with all relevant stakeholders, including our marketing, communications, employer engagement, policy, and education/qualifications team.
- Act as the key contact and information source for our Business Development and marketing teams, ensuring they have the tools to deliver results that meet or exceed Academy targets
- Make a key contribution to the achievement of the wider CIOB Corporate Plan, both through delivering Academy successes aligned to corporate objectives, and by contributing to wider CIOB activities/ other ad-hoc projects as required.

50% Operational Management

- Manage the performance and development of your team in line with our Values Framework and Operational Plan/KPIs, motivating and engaging team members to deliver excellent performance
- Drive effective team communication through regular and engaging one to one's, team meetings and performance conversations.
- Produce, monitor and manage high quality, accurate budgets that align with the departments operational plans
- Monitor and deliver detail and variance analysis on monthly departmental financial performance
- Monitor and evaluate program effectiveness, success and ROI periodically, delivering reports as required and suggesting and implementing improvements where necessary.
- Manage the upload and delivery of content through the Academy online platform and LMS
- Build and manage relationships with all external Academy suppliers.
- Provide support and guidance across all levels of the Institute relating to delivery of operational objectives.

Other Activities

- Support CIOB events and initiatives implemented by the leadership team or other projects as required to achieve corporate objectives.

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.