

Kehelland Trust Role Profile

Position	Training and Business Development Manager
Version	1
Date	May 2018
Purpose of Role:	The Training and Business Development Manager has day-to-day responsibility for all educational activities undertaken at or on behalf of Kehelland Trust and to coordinate business development alongside the Centre Manager and Horticultural Coordinator. To ensure that the service provided responds effectively to changing learner needs within a culture of excellence.
Reporting	
Reports directly to:	The Centre Manager.
Direct accountability for the following roles:	1. The Tutor 2. The Horticultural Coordinator
Accountabilities	
	<ol style="list-style-type: none"> 1. The Training and Business Development Manager is responsible for the delivery of the in house education services. 2. The post is also responsible for managing the business development needs of the Trust in relation to funding, marketing and event coordination. 3. Ongoing accountability for securing funding for this post. 4. To carry out regular audits of Health and Safety checks and Risk Assessments within the education programmes. 5. Manage IQA on behalf of the organisation. 6. Ensure all requirements by funders are met. 7. To ensure that all complaints, accidents and incidents are dealt with according to Trust Policy and Procedures. 8. To ensure your own practice and that of the staff team complies with safeguarding and child protection best practice and that any safeguarding issues are dealt with according to Trust Policy and Procedures. 9. Manage physical resources.
Key Competencies	
Leadership and Management:	<ol style="list-style-type: none"> 1. To ensure effective communication with staff, learners, parents/ carers and external partners. 2. Plan, lead and implement change. 3. Manage your own resources and professional development, taking part in annual appraisal and continuing professional development. 4. Encourage innovation within your team and for your area of responsibility. 5. To ensure that all records are maintained accurately and in line with the Trust Record Keeping Policy and Procedures and GDPR. 6. To ensure that all statistical returns including Key Performance Indicators are produced, reported and analysed quarterly for the Centre Manager. 7. To ensure that staff appraisals are undertaken in line with the Trust Appraisal and Supervision Policy and that any training requirements are identified and fed into the Training Plan.
Business Management	<ol style="list-style-type: none"> 1. To continually monitor the financial stability of the education programmes and business streams with regards to profit and loss, reporting to the Centre Manager. 2. Take effective decisions. 3. To ensure that the business is generating sufficient income so as to at least meet or exceed the figures as per the Operational Plan. 4. Develop and implement operational plans for your area of responsibility. 5. To manage the achievement of customer satisfaction, working with others to improve customer service where improvements have been identified.
Business Development:	<ol style="list-style-type: none"> 1. To effectively implement the requirements of the business as outlined within the Operational Plan. 2. To deliver the service in line with the defined budgets. 3. Ensure that the promotion and development of the services is delivered as detailed in the Marketing Strategy. 4. Ensure that the service is Customer Focused and continually reviewed so that any improvements are quickly identified and implemented.
Internal and External Communication:	<ol style="list-style-type: none"> 1. To establish, develop and maintain effective working relationships with all staff, board members, customers, partners and stakeholders. 2. To represent the Trust positively and promote the ethos of the Trust. 3. Continually promote Equal Opportunities in line with the Trust Equality and Diversity Policy. 4. To fully comply with the Trust Code of Conduct Policy and ensure compliance by all

- staff.
5. To provide and present quarterly reports to the Board and effectively communicate any actions to the staff team.
 6. Develop, implement and maintain effective reporting and escalation procedures.

Kehelland Trust Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Education and Qualifications	<ol style="list-style-type: none"> 1. Teaching qualification. 2. Fully computer literate, including Microsoft Excel and Office. 3. Safeguarding, Child Protection and Prevent Training. 	<ol style="list-style-type: none"> 1. Educated to degree level. 2. NVQ Level 4 Management qualification or equivalent. 3. Qualifications in Assessment and Verification. 4. IAG qualification.
Previous Experience	<ol style="list-style-type: none"> 1. Minimum 2 years' experience within a Business Management role. 2. To be able to demonstrate extensive knowledge and experience of working in an educational setting. 3. Experience working with people with learning disabilities/ physical disabilities, elderly and/ or people with anxiety and depression. 4. To be able to demonstrate previous successful funding opportunities. 5. To be able to demonstrate previous responsibility for budget control. 	<ol style="list-style-type: none"> 1. Previous experience of advocacy.
Knowledge	<ol style="list-style-type: none"> 1. Demonstrates a good understanding and awareness of local and national policies and legal frameworks, which would impact on the business. 2. Minimum 2 years' experience in the completion of Individual Learning Plans and Risk Assessments. 3. Commitment and understanding of Equality and Diversity. 4. An understanding of and experience in planning delivering, assessing and internally verifying credit based qualifications. 5. Knowledge of ESFA/ ESF and other key funding methodology. 6. To be able to understand data effectively. 7. Knowledge of Quality marks and systems (e.g. IQA). 	<ol style="list-style-type: none"> 1. A commitment to on-going research in order to ensure that the organisation is kept up to date with legislative changes and best practise. 2. Previous experience of working with a charity and/or knowledge of managing a business that is a charity.
Skills	<ol style="list-style-type: none"> 1. Ability to develop new initiatives. 2. Able to work using own initiative and accept responsibility for own decision making. 3. Ability to plan and prioritise own workload. 4. Ability to develop policies and procedures. 5. Ability to cope well under pressure. 6. Be prepared to undertake personal development and training opportunities. 7. Excellent communication skills. 	<ol style="list-style-type: none"> 1. Negotiation skills. 2. High level of IT skills.
Other	<ol style="list-style-type: none"> 1. Subject to a clear DBS list check. 	<ol style="list-style-type: none"> 1. Full driving license. 2. Access to own car.