

Head of Training and Qualifications (Operations and Delivery)

Job Purpose and Summary

Responsible for the ensuring the smooth and successful delivery of all Bild Group Qualifications and Workforce Development Programmes to meet customers' requirements and Bild's high quality standards.

Responsible to	CEO
Direct Reports	Up to 6 members of staff
Location	Remote with at least one day per fortnight at Bild offices in Birmingham
Hours	Flexible (as required to do job effectively). This role is open to job share.
% FTE	0.7 to 1.0 FTE
FTE salary range	Senior Leadership Team Scale (£40-45k per annum)
Scope	Across Bild Group (Bild and RRN)

Key Responsibilities and Accountabilities

- Oversee the delivery of all learning and development programs delivered by Bild and RRN
- Ensure all learners experience a positive and well administered learner journey
- Ensure all associates and tutors are well supported to enable effective delivery and have the right equipment, resources and guidance to carry out their roles
- Work with the Development Director to ensure the development and delivery team work together to support customers and associates
- Oversee the pipeline for producing new programmes managing internal and external resources
- Oversee the registration, production of new qualifications such as diplomas working collaboratively to develop content and materials.
- Oversee the administration team for all training and qualifications
- Maintain all relevant accreditations such as with skills bodies and assessment bodies.
- Ensure positive relationship and meet all requirements of relevant accrediting and assessment bodies
- Ensure effective quality assurance of programmes and qualifications including Kirkpatrick model of evaluation
- Oversee the continuous improvement process of all training and qualifications
- Ensure effective feedback to the development team comms and marketing team on impact of training and qualifications.
- Ensure a culture and ethos of continuous improvement and excellence within the team

- Ensure clear and effective systems and processes in place from application to quality assurance to ensure Bild Group is an example of best practice in training and qualifications.
- Have a current understanding of workforce development and qualification pathways in health social care and education
- The Head of Training and Development leverages analysis of ongoing programs in order to ensure that quality training is provided to customers and that there is a constant improvement in training programs and initiative
- Promote and facilitate productive, supportive and positive internal culture where the whole team to embody Bild values and is proactive, collaborative and solution focused with a can-do attitude
- Ensure people with lived experienced are well supported on all co-delivered programmes and support the journey to increased co-delivery.
- Lead and coordinate Bild internal operational management meetings (with support from CEO)
- Provide monthly reports to CEO and quarterly reports to trustees providing RAG rated overview of all training contracts and qualifications
- Budget management
- Responsible for Complaints Management across Bild group

Person Specification

Qualifications	<ul style="list-style-type: none"> • Graduate level relevant qualification
Experience	<ul style="list-style-type: none"> • Three years of senior management experience overseeing the delivery of qualifications and training programmes (essential) • At least three years' experience in health, social care, education, charity, or disability sector (essential) • Proven operations or delivery leadership experience (min 3 years) • At least three years' senior management experience • Experience of supporting people with disabilities (desirable) • Experience of using a CRM preferably Salesforce (desirable) • Experience if using data dashboards (desirable) • Experience of using a LMS preferably Moodle (desirable)
Competencies	<ul style="list-style-type: none"> • Highly organised • Ethical business acumen • Team player with exceptional people skills and track record of developing productive working relationships • Excellent communication skills • Ability to operate at the strategic level whilst being prepared to be operational • Deals with conflict and pressure maturely and rationally • Excellent digital and IT skills inc Microsoft packages

	<ul style="list-style-type: none"> • Configuration management (version control) • Pro-active and solution focused problem solver • Can do attitude and willingness to work flexibly to fulfil responsibilities of role • Ability to operate at the strategic level whilst being prepared to get work at an operational level • Pragmatic and flexible with a willingness to take on various roles and responsibilities • Proven ability to lead and manage remote staff team • Understanding of digital technology and productivity systems to plan projects and resources • Highly organised with excellent time management and team working skills • Proven track record of facilitating growth and development • Proven track record of facilitating change and continuous improvement • Proven ability to think and plan strategically and commercially • Track record of effective leadership skills including as acting as a role model within an organisation, promoting positive culture and living the organisational values • A commitment to human rights and inclusion of people with disabilities
Further information	<ul style="list-style-type: none"> • All staff at Bild are required to treat sensitive material confidentially and comply with data protection legislation • All staff working at Bild are required to read and comply with required policies, including health and safety policy • Job descriptions may be reviewed after 6-month probation and at annual performance review

Equal Opportunities

Bild strives to be an equal opportunities employer. In working towards this aim no employee, or job applicant will receive less favourable treatment on the grounds of their role, gender, age, disability, race, nationality, ethnic or national origin, colour, sexual orientation, domestic circumstances, social and employment status, gender reassignment, privately held political opinion, trade union membership, religious or similar philosophical belief, or disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Bild is committed to ensuring all employees have fair and non-discriminatory systems for recruiting or accessing training to enhance the development or promotion of staff.