



JOB DESCRIPTION

Post Title:	Director of Training Services
Location:	Deptford, London
Salary:	£40, 636 pa (inclusive of London Weighting)
Hours:	37 hours per week
Line Manager:	Chief Executive
Responsible for:	Education Development Lead
Annual Leave:	28 days plus statutory days

Purpose of Job

To lead on a Training Strategy that will establish a high profile and brand for the training packages and programmes of Stop Hate UK. This will require expanding into new sectors as well as broadening the training offer.

To oversee the execution and implementation of all training activities across the organisation. This will include ways to establish consistent high standards in content and creative delivery.

To analyse options and expand opportunities for the use of on-line and digital technologies in the delivery of training packages and programmes and in managing and evaluating the effectiveness of training.

To be innovative, collaborative and supportive in working with colleagues across the organisation and in building relationships with new external bodies and diverse communities.

The post holder will be based in the Deptford, London office but may need to work from home subject to Covid-19 arrangements. They may also be required to be based at our Head Office in Leeds for 3 days per month (accommodation will be provided if required). After Covid-19 restrictions are lifted the postholder will be expected to travel across the UK and on occasion internationally as required.

Key Areas

- 1.0. Lead Training Strategy**
- 2.0. Oversee Execution and Standards**
- 3.0. Analytical and Technical support**
- 4.0. Manage Self**



Duties and Responsibilities

1.0. Lead Training Strategy

1.1. To research, develop and oversee the implementation of a Training Strategy for Stop Hate UK.

1.2. To collaborate with other Directors in defining a Training Strategy that meets Stop Hate UK objectives and values and sets clear outcomes and income targets.

1.3. To build the training brand by widening and standardising an up-to-date training offer to external bodies and communities with appropriate accreditation.

1.4. To ensure that the training offer to external bodies is available in both on-line and face-to-face formats and is engaging and uses up-to-date training technologies.

1.5. To expand the training profile by identifying and engaging with a greater range of external bodies and communities, through direct approaches and through use of social media.

1.6. To promote and present appropriate training programmes and packages to a wide range of external bodies and diverse communities.

1.7. To respond to requests for training from external bodies and develop costed proposals for bespoke programmes and/or awareness initiatives.

1.8. To develop training proposals and bids when new funding opportunities are identified by Stop Hate UK.

2.0. Oversee Execution and Standards

2.1. To oversee all training activities across the organisation and ensure they are aligned with Stop Hate UK's objectives and values and meet the outcomes of the Training Strategy.

2.2. To review the content and quality of existing training for external bodies and work to establish and implement a consistent high standard that will meet available opportunities for accreditation with national bodies.

2.3. To lead discussions with all staff delivering training to determine a consistent style for terminology, content and creative delivery.

2.4. To support the organisations Directors and Managers to identify internal training standards for their staff and effectively design content in an appropriate format and style.



2.5. To mentor and coach colleagues to enable them to deliver training to agreed external and internal delivery styles and standards.

2.6. To lead the development and implementation of a range of awareness and training materials that address diversity and equality issues on a broader basis than existing Stop Hate UK packages.

2.7. To provide regular supervision and line management for staff whose main role is external training (including induction, appraisals, capability and exit interviews).

3.0. Analytical and Technical Support

3.1. To research, appraise and recommend cost-effective options for learning management systems and databases. To include pricing of e-learning and on-line packages in the training offer.

3.2. To establish a system of digital training records and follow-up actions on completed training programmes in order to evaluate and measure results.

3.3. To monitor progress on meeting training outcomes and income targets and present them in an accessible report form to Senior Management Team and Trustees.

3.4. To keep up to date with the latest training technologies and ensure these are reflected appropriately in regular reviews of the Training Strategy.

4.0. Managing Self

4.1. To be innovative, able to work independently and be adaptable and flexible to the changing needs of external bodies, diverse communities and to the needs of the organisation.

4.2. To undertake such other duties and responsibilities of an equivalent nature, as may be determined by Chief Executive, in consultation with the post holder.

4.3. The post holder's duties must at all times be carried out in compliance with the organisation's Equality and Diversity Policy and other policies designed to protect employees or service users from hate crime and discrimination.

4.4. It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards service users, employees and stakeholders, including those who may be, for example, from Black Asian and minority ethnic communities, women, people with disabilities or older people, lesbians or gay men, bisexual and



transgender people. The post holder should also counteract such practice or behaviour by challenging or reporting it.

4.5. Ensure the Health and Safety of all staff and resources within the post holder's area of responsibility, i.e. delegated responsibility in relation to the nature of the post holder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974

4.6. In addition to this the Management of the Health and Safety at Work Regulations 1992 detail the following:

4.6.1 Employees must inform their employer or/supervisor of any work situation which might present a serious and imminent danger to Health and Safety.

4.6.2 Employees must inform their employer or supervisor of any shortcomings in the Health and Safety arrangements even when no danger exists.

4.7. To undertake training and development as agreed between the post holder and the Chief Executive.

4.8. To promote the work of Stop Hate UK including distribution of promotional items at meetings/events attended.

Physical Conditions

The post holder will be based at our new office in Deptford, London but may be required to spend at least 3 days per month in Leeds (post lockdown), accommodation will be provided if required. Working from home arrangements may be put in place subject to Covid-19 restrictions. After Covid-19 restrictions are lifted the postholder will be expected to travel across the UK and on occasion internationally as required.

Economic Conditions

The salary is £40,636 pa and is paid monthly by direct credit. A minimum of 28 days holiday, plus service day if applicable, plus statutory public holidays. An auto-enrolment pension scheme with 5% employers' contribution.

Training

The organisation encourages training both "in-house" and externally to meet the needs of the individual and of the organisation.



EMPLOYEE SPECIFICATION – Director of Training Services

ATTRIBUTES	RELEVANT CRITERIA	HOW IDENTIFIED	RANK	
<p align="center">1. Relevant Experience</p>	1.1.	Experience of working as a Training Director, Training Manager or similar role	Application form/Interview Stage	A
	1.2.	Experience of identifying training needs, developing and implementing strategies with targets and evaluating outcomes	Application form/Interview Stage	A
	1.3.	Experience of creating and delivering bespoke and innovative training and development interventions	Application form/Interview Stage	A
	1.4.	Experience of working collaboratively with client/partner organisations and with colleagues	Application form/Interview Stage	A
	1.5.	Experience of developing training proposals and/or bids with associated costings	Application form/Interview Stage	A
	1.6.	Experience of organising training activities in a corporate and/or strategic partnership environment	Application form/Interview Stage	A
	1.7.			



	1.8.	Experience of working with people and communities from a diversity of backgrounds	Application form/Interview Stage	A
	1.9	Experience of presenting and promoting or advocating for issues/programmes at senior levels	Interview	A
2. Education and Training	2.1.	Relevant degree level or CIPD qualified or substantial experience in field of training and development	Application form/Interview Stage	A
	2.2.	Evidence of continuing professional development	Application form/Interview Stage	A
	2.3	Evidence of updating with latest training technologies	Application form/Interview Stage	A
3. General and Special Knowledge	3.1.	In-depth understanding of traditional and modern training methods (including workshops, simulations, on-line learning, e-learning, mentoring and coaching)	Application form/Interview Stage	A
	3.2	Sound knowledge of the effects of hate crime on individuals, families and communities	Application form/Interview Stage	A



	3.3.	In-depth knowledge of one or more of the groups who systematically experience prejudice and discrimination in UK society	Application form/Interview Stage	A
	3.4.	Knowledge of accreditation processes for courses and programmes	Interview Stage	B
4. Skills and Abilities	4.1.	Strong leadership abilities that inspire trust and build support for new initiatives/ courses of action with individuals, across an organisation and with external bodies	Application form/Interview Stage	A
	4.2	Excellent relationship building skills with a wide variety of audiences	Application form/Interview Stage	A
	4.3	Excellent IT skills to develop visually and verbally engaging training materials for clients and reports for senior managers and trustees	Application form/Interview Stage	A
	4.4	Ability to communicate well and tailor and present complex messages for different audiences in a manner to which they can relate	Application form/Interview Stage	A



	4.5.	Ability to research, analyse and present options in a range of training related areas (including training methods, course accreditation and evaluation, learning management systems)	Application form/Interview Stage	A
	4.6.	Able to innovate, work independently and move easily between public, private and voluntary sectors	Application form/Interview Stage	A
	4.7.	Ability to organise effectively with excellent project and programme management skills	Application form/Interview Stage	A
	4.8	Ability to work with conflicting demands, to tight deadlines and specific targets	Application form/Interview Stage	A



5. Any additional actors	5.1.	Ability and willingness to work irregular and anti-social hours as required, to travel across the UK and on occasion internationally	Application Form	A
	5.2	Commitment to the values of Stop Hate UK and working in respectful and non-discriminatory ways with others	Interview Stage	A
	5.3	Commitment to continue self-development and willingness to undergo training as required	Interview Stage	A