

Training & Development Manager Job Description

We are looking for an enthusiastic and motivated individual to join our operational leadership team as a Training & Development Manager and make a real difference within the community. This is an exciting opportunity to join an established charity with an excellent reputation for delivering high-quality advice services and being a supportive and rewarding place to work.

You will play a key role in developing and supporting staff and volunteers, helping to build knowledge, confidence, and professional skills across the organisation. You'll be part of a dedicated team committed to working collaboratively with colleagues and partner agencies to achieve the best possible outcomes for our clients.



The role

Reports to:	Head of Operations
Direct Reports:	Trainer (part-time or full-time equivalent)
Working with:	Team Leads, HR Manager, Head of Partnerships & Business Development, Quality Leads, Advisors, and Volunteers
Hours:	Full-time equivalent (37 hours per week)
Location:	Flexible / Hybrid with travel across service sites as required
Salary:	£34,632



Charity Benefits

Annual Leave (FTE):	27 days plus Bank Holidays
Pension:	7% employer contribution based on 4% employee contribution
Employee Assistance Programme:	Health Assured
Birthday leave:	Take a day to celebrate your birthday. This is separate from your annual leave entitlement.
Christmas Closure:	Our office is closed between Christmas and New Year. These days are not deducted from your annual leave.
Flexible Working Policy:	Includes compressed hours, flexitime, homeworking/hybrid arrangements where appropriate.



Purpose of the Role

To design, develop, and deliver a comprehensive training and development framework that supports the skills, competence, and progression of all staff and volunteers. The postholder will ensure that learning and professional development are embedded across the organisation, strengthening quality, consistency, and culture.

They will create and lead a proactive training strategy aligned to the organisation's operational goals and values, ensuring that all development activity contributes to the wider vision and objectives of the organisation.



Role Profile – Key Responsibilities

Strategic Training and Development

- Design and implement an organisational training and development strategy that supports operational goals, culture, and values.
- Create a coherent training framework that spans onboarding, core skills, professional development, and leadership progression.
- Ensure that the training structure aligns with strategic priorities and supports the development of a confident, capable, and values-led workforce.
- Work with senior leaders to embed learning and development into performance and succession planning processes.

Learning Design and Delivery

- Lead the development of a structured induction and onboarding programme for all new staff and volunteers.
- Develop and maintain modular training programmes covering:
 - Core skills for advisors (including initial and refresher training)
 - Specialist subjects (debt, welfare benefits, housing, and related advice areas)
 - Leadership and management development for team leads and managers
- Support the design of accessible learning materials, e-learning modules, and blended delivery formats that engage diverse learners.
- Line manages and mentor the Trainer to ensure high-quality design, consistency, and delivery across the organisation.

Training Needs and Quality Integration

- Collaborate with Team Leads and HR Manager to carry out regular training needs analyses.
- Gather data from PDR reviews, feedback, audits, and service reports to identify skill gaps and development priorities.
- Integrate training outcomes with quality and performance frameworks to ensure continuous service improvement.
- Establish clear evaluation processes to measure the effectiveness and impact of training.

Collaboration and Partnership Working

- Work closely with the Head of Partnerships & Business Development to identify and establish external training and development opportunities, including partnerships with learning providers or accreditation bodies.
- Contribute to bids and proposals by outlining workforce capability and training strengths.
- Build strong working relationships across teams, promoting a culture of collaboration, learning, and mutual respect.

Monitoring and Reporting

- Maintain accurate records of training activity, attendance, and outcomes.
- Monitor compliance with required training standards.
- Produce regular progress reports for the Head of Operations and Senior Leadership Team.
- Contribute to board and funder reports where training and development activity supports organisational growth or impact.

Key Working Relationships

- Head of Operations (line manager)
- Trainer (direct report)
- Team Leads and Advisors
- HR Manager and Head of Partnerships & Business Development
- Volunteer Coordinators



Person specification

Qualifications and Knowledge

1. Degree-level qualification or equivalent experience in training, learning and development, education, or a related field.
2. Strong understanding of adult learning principles, instructional design, and evaluation methodologies.
3. Working knowledge of training needs analysis and performance improvement frameworks.
4. Familiarity with digital learning tools, e-learning platforms, and blended learning methods.
5. Understanding of equality, diversity, and inclusion principles in workforce development.

Experience

6. Proven experience in developing and delivering organisational training and development strategies.
7. Demonstrable track record in designing, delivering, and evaluating learning programmes for staff and/or volunteers.
8. Experience in leading or line-managing others, including mentoring or coaching.
9. Experience in embedding training within quality or performance frameworks.
10. Evidence of working collaboratively across multiple teams and functions to deliver organisation-wide initiatives.

Skills and Competencies

11. Excellent facilitation and presentation skills, able to engage a broad range of learners.
12. Strong organisational skills and ability to manage multiple projects with competing priorities.
13. Effective communication, influencing, and interpersonal skills at all levels.
14. Analytical and evaluative skills for measuring and improving learning impact.
15. Good digital competence, including use of learning management systems, online delivery tools, and Microsoft 365.
16. Ability to translate strategic goals into meaningful learning and development plans.

Desirable

17. Experience developing e-learning or multimedia training materials.
18. Experience using data dashboards or reporting tools to measure training outcomes.
19. Skilled in coaching or mentoring for leadership development.

Behaviours and Values

20. Commitment to organisational values and continuous improvement.
21. Professional, approachable, and inclusive when working with others.
22. Demonstrates integrity, confidentiality, and accountability.
23. Open to innovation and reflective practice.
24. Experience supporting bids or proposals with workforce development insights.

Additional Information

This is a key role within the operational leadership team. It requires flexibility, creativity, and the ability to balance strategic planning with day-to-day delivery. The postholder will play a central role in shaping culture and ensuring all staff and volunteers feel equipped, supported, and empowered to succeed.

Want to chat about this role?

If you want to chat about the role further, you can contact Clare Knapman by emailing clare.knapman@gloscab.org.uk or calling 01452 442017.



Applying for this post

To apply for this post, please complete our application form, which can be found on our website, www.gloscab.org.uk. Completed application forms should then be emailed to info@gloscab.org.uk.

In accordance with Citizens Advice national policy, the successful candidate may be required to undertake a DBS check. However, a criminal record will not necessarily prevent employment.