

Training Manager

Application Pack Summer 2024

Information for candidates

Welcome to InFocus, a charity dedicated to supporting young people with vision impairment and complex needs. Based in Exeter, in the beautiful southwest of England, we offer a range of education, care, therapy, and support services for those who need them most.

Our services cater to young people with all levels of vision impairment, multi-sensory impairment, and a wide range of complex needs.

Our services include:

- A specialist day and residential college (16-25)
- A Residential Care Centre at St David's House providing a full and active life for young adults needing nursing or social care
- Adult Day Care Services, Jigsaw, allowing adults to enjoy activities and social contact with the full support of trained staff, five days a week
- Supported Living houses offering independence with just the right amount of support in four different properties on the edge of Exeter
- Supported internships, work placements and work opportunities
- Education and community outreach

Our vision and mission

Our vision is a world where young people with visual impairment and additional needs are able to take their place in society, where they are valued for their contribution and their rights and independence are supported.

Our mission is to empower children, young people and adults with vision impairment and additional needs to live fulfilling young and adult lives.

What's it like to work at InFocus?

If you're interested in joining our team, you'll be part of a community of approximately 250 employees, led by CEO Jane Bell and an Executive Team of Directors. You'll work alongside colleagues from a range of disciplines, including classroom teaching, support workers, mobility and therapy, fundraising and marketing, and more.

The work of the charity is governed by an active and engaged Board of Trustees.

We have an ambitious vision for our charity, and you will be joining a dynamic and growing organisation. We are expanding our services in the near future.

You'll get a feel for what we do and what it is like to work for InFocus by looking at [our website](#) and social media channels (you'll find us on Instagram, Twitter, Facebook, LinkedIn and YouTube).

How we say thank you

- Six weeks annual leave plus eight bank holidays (pro rata for part time hours)
- Occupational sick pay scheme from day 1
- Paid medical appointments
- Comprehensive training and development
- Onsite café
- Access to discounted shopping
- On-site free parking
- 24-hour employee assistance programme
- "Death in service" life assurance and group accident cover
- Cycle to work scheme
- Contributory pension scheme for eligible staff

About the role

We have an exciting opportunity for a Training Manager to join the HR team on a full time basis. This role will be responsible for leading and supporting in the delivery of our staff training programme, overseeing all our people development activities and ensuring that our statutory training requirements are met. We want the staff training experience to be impactful, positive, engaging and meaningful to provide our workforce with all the skills, knowledge and understanding they need to deliver first class support to our young people, whatever their role.

As well as commissioning external training, we currently deliver a variety of online and face-to-face training in-house - First Aid, CPR, GDPR, Manual Handling, NAPPI (Non-Abusive Psychological and Physical Intervention) to name a few. Our largest cohort for training is our care and support staff in our college, residential houses, adult day service and supported living houses. We also have to ensure effective training is delivered for our estates team, catering staff, office staff and our leaders and managers.

This role works closely with the senior leadership team to ensure a good understanding of business needs and the different operational teams to help propose the right training solutions delivered in the most impactful and cost-

effective way to drive forward our strategic goals.

As part of the role you will manage the inhouse training system and staff training records and frequently update the training matrix, ensuring information is correct in a timely manner to issue monthly/termly reports to managers.

About you (candidate)

You may be a training manager or have been involved in planning or delivering effective training for your staff team. Training experience within a health and social care setting is desirable. You need to have an understanding of the breadth of training required by an organisation like InFocus across very different operational teams. You will need good organisation skills and be pragmatic in finding the most effective ways to meet our training needs within a tight budget!

You will also need to be a creative, confident person with excellent presentation skills who takes pride in delivering interactive, first-class training, ensuring all participants have a positive experience. A great aspect of this role is that you will work with lots of different staff across the organisation such as managers, care staff, therapists, nurses and teachers, so being a people person who is able to form strong working relationships at all levels and engage and motivate people is a must.

For an informal chat about the role or to visit the main site in Exeter please contact:

Kellie McDonnell, Head of Human Resources

Email [Kellie](mailto:kellie@infocus-charity.org.uk)

01392 454 203

How to apply

We'd love to have a chat with you about the role or show you around our main site in Exeter. Just email our friendly HR team on hr@infocus-charity.org.uk

To start your application, please [apply online](#). We accept CV's that accompany your completed application form. If you would prefer to complete an application form in word format, you can request this by emailing hr@infocus-charity.org.uk

We are a disability friendly employer and actively encourage candidates with a disability to apply. If you need support with completing your application form, please contact our HR team on 01392 454327 or hr@infocus-charity.org.uk

Remember, **we can only consider complete applications**, so please don't hesitate to contact our HR team if you have any questions.

We look forward to hearing from you!

Please note:

We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment.

It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children and adults at risk.

All posts are conditional to an Enhanced Disclosure and Barring check (DBS), satisfactory medical check and references. Staff have a responsibility to inform InFocus of any conviction or prosecution that occurs whilst employed.

For more information, please see our [Child Protection Policy and Practices](#), and [Employment of Ex-offenders Policy](#).

Job description

Post: Training Manager

Hours: 37 hours per week

Salary: £32,791.60- £34,518.93 (InFocus salary range 16-18)

Line manager: Head of Human Resources

This job helps young people with vision impairment and complex needs live their best lives by ensuring our workforce is equipped with all the skills, knowledge and understanding they need to deliver first class support to our young people

Our values

Operational values

How staff work together as a team:

- Together everyone achieves more (TEAM)
- Even better if...
- Learning happens everywhere
- Celebrate what you want to see more of

Community values

These things are important to our young people:

- The right support to learn and develop
- A sense of belonging
- Enjoyment and fun
- Respect and kindness

Main purpose of the job

- To lead on training for InFocus, ensuring strategic alignment of training and development with organisation goals.
- To create and ensure the effective implementation of training programmes for all staff.
- To assess the training and development needs required by staff to provide effective and safe support to our young people and the operations of the organisation.
- To deliver some training in your area of expertise

Duties and responsibilities

- Work with the Head of HR on the strategic development of the organisations training programme.
- Ensure there is a comprehensive programme of staff training in place to meet the needs of the organisation
- Design and ensure the delivery of mandatory and compulsory training programmes and monitor compliance

- Evaluate training to ensure it is meeting business need, is impactful and is improving performance.
- Observe delivery of training sessions onsite to ensure they are delivered in an engaging and informative way, and to help raise standards of training.
- Review training policies and procedures with Head of HR.
- Oversee staff formal qualification routes such as NVQ,
- Maintain an understanding of new educational and training techniques and methods, and proactively seek alternative training methods including developing online solutions.
- Work with managers to address learning needs for individual team members.
- Modify or create training material/manuals to meet specific training needs.
- Review existing training material to determine appropriateness and relevance.
- Manage the training budget.
- Review and analyse training data and report training statistics to managers and executive team.
- Monitor training attendance.
- Oversee external training contracts for facilitators, apprenticeships etc.

Safeguarding

- To **recognise** the signs of abuse and immediately **report** abuse or suspected abuse to the Safeguarding Team and **record** on the InFocus IT system
- To protect the confidentiality of all information relating to the young people and not divulge information to anyone who is not authorised to receive it
- To work within InFocus's intervention policies to ensure the safety of staff and young people is maintained
- To accurately record and assess incidents and accidents on the InFocus IT systems
- To utilise a range of InFocus IT systems and regularly check electronic communications to keep abreast of changes and respond to requests

Responsibilities of all InFocus staff

To contribute fully to the InFocus community by:

- Taking responsibility to be a reflective practitioner
- Taking part in personal professional development
- Working within and encouraging the implementation of our Equal Opportunity Policy
- Working within our confidentiality policy
- Promoting the safeguarding of children and adults at risk
- Carrying out the duties and responsibilities of the post in accordance with our Health and Safety policies, guidance and legislation

- Using information technology systems as required to carry out the duties of the post in the most effective and efficient manner
- Undertaking any other duties as directed by the Chief Executive that may be reasonably required

Person specification

This section lists the qualifications, skills, experience, knowledge and other attributes (selection criteria) which you must possess to perform the job duties.

Essential requirements

You must meet these criteria in order to be considered for this role. This will be assessed in your personal statement, during interview or during an assessment, task or test.

Education and qualifications

- Good standard of English and Maths
- Training qualification minimum Level 3

Knowledge and experience

- Knowledge of training requirements in an organisation like InFocus
- Experience of developing and executing successful training programs.
- Possess a sound foundation knowledge of management practices and strategies, with an ability to produce innovative and effective development materials.
- Demonstrable experience of delivering training sessions to groups.
- Computer literate with proficiency in MS Office
- Proven experience of proactively managing a training function, ensuring course schedules are in place and delivered.
- Experience of analysing, manipulating and presenting data and reporting on training impact.
- Experience of coordinating and delivering staff development projects in a timely manner.
- Experience of working to deadlines and prioritising workload
- Experience of maintaining accurate electronic records and filing systems
- Experience of solving problems

Skills and ability

- Critical thinker with innovative problem-solving skills.
- Excellent written, verbal and interpersonal communication skills.
- Excellent organisational and time management skills.
- Confident with Excel spread sheets and able to manipulate data and write reports.
- Ability to communicate in a clear and succinct manner both verbally and in writing, adapting style to suit the audience.
- Ability to maintain confidentiality at all times.
- Ability to work under pressure.

Personal qualities

- can-do' attitude

- Confident and professional manner
- Resilience
- Able to work across teams and at all levels

Desirable requirements

These criteria are those that enhance a person's capacity to do the job and are expected to be acquired once in employment.

Experience and Knowledge

- Understanding of NVQ level 3 apprentice framework