**THE ROLE**

**Job Title:** Training Manager **Initial Base:** Andover HQ

**YOUR PURPOSE**

**You will have responsibility for creating, and delivering a business plan for the training arm of the charity, focusing on a portfolio of welfare, mental-health and other related courses. This to be implemented by you and your team, covering the creation, and delivery of welfare related training courses delivered both face-to-face and online, identifying new markets and customers where the portfolio can be applied. These courses with be delivered to a mixture of internal, and external stakeholders.**

**YOU WILL :-**

* Work in an agile manner, being willing to put time and effort where organisational priorities require and approach your role with flexibility and enthusiasm.
* Oversee the quality of training delivery and course materials, and seek relevant accreditation of new courses.
* Have experience of creating online content.
* Maintain a pipeline of customers and attendees for the courses.
* Attend ‘Train the Trainer’ sessions to continue your personal development, but also recognise the limitations of personal knowledge, skills, and experience and the importance of working within the bounds of competence at all times.
* As well as manage the team, be responsible for the delivery of some courses.
* Maintain high levels of confidentiality and discretion at all times
* Ensure your services reflect the culture of DMWS and they celebrate diversity, engage staff and help the organisation to be an employer of choice.
* Be an enthusiastic ambassador for DMWS, liaising with stakeholders regarding our entire welfare offering.
* Keep meticulous records and ensure data/reports are provided in a timely manner, with full understanding of the need to demonstrate return on investment of the training department. This includes reporting to customers and senior management on course feedback and key learnings.
* Properly maintain professional boundaries with course customers/attendees and raise concerns appropriately.
* Enthusiastically promote the organisation, and seize opportunities.
* Identify and gladly participate in fundraising and business development opportunities.
* Facilitate knowledge transfer with others and provide a listening ear to colleagues.
* Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of your time and others, with a view to continual programme improvement.
* Treat everyone with dignity and respect, abiding by our Diversity & Inclusion Policy at all times and challenging any unfair practices or behaviours.

**YOU WILL HAVE:**

* Evidence of delivering demonstrably high quality training including quality assurance
* Ability and experience in delivering accurate, interesting and impactful training
* A background in driving growth in revenue, whilst controlling costs.
* Experience of working in a health, social care or welfare environment with an emphasis on clinical training, particularly to nursing staff.
* Excellent networking skills
* Outstanding interpersonal skills including the ability to negotiate and engage constructively with people.
* Fully developed influencing, persuading and communication skills
* An understanding of welfare and or mental health first aid
* Motivation and drive: a proactive self-starter who can work independently and get the best out of their team.
* Unfaltering professionalism and a passion for welfare services
* Honesty and integrity
* Good judgement and empathy for others
* Empathy with the service life, blue light and medical environments
* Excellent written and verbal communication and presentational skills
* Proven IT skills
* Ability to keep accurate records and a good understanding of the importance of data
* To work in an agile, flexible manner, doing what it takes to get the job done.
* A working understanding of relevant legislation including GDPR, Equality Act, H&S legislation and an understanding of the Caldicott principles.
* To work in accordance with and promote our values which are:-
  + **Commitment -** We are passionately committed in heart and mind to the people we support, delivering our service whenever and wherever they happen to be.
  + **Integrity -** We act with integrity, consistency, and honesty in all that we do.
  + **People -** We support each other. We trust, encourage and develop our staff, because we know that it’s our people who make us what we are.
  + **Working Together -** We work collaboratively together and with others to provide the best possible service to the people we support.
* Degree and/or relevant management qualification, and evidence of continual professional development.
* A current Driving Licence and access to a vehicle
* A willingness to travel on a regular basis and be away temporarily, including deployment if required.

**MOBILITY & AGILITY**

DMWS as a charity was originally set up in 1943 to provide a welfare service to the armed services during World War 2. Our staff deployed alongside the military to provide welfare support to the people who needed our help during times of conflict and have done this ever since.

We have always been able to be flexible and offer help when it is most needed. DMWS is an agile, responsive organisation, as proved during our response to the COVID-19 pandemic, with staff changing the way they provide services to our regular clients; as well as rolling up their sleeves and getting stuck in to provide support to NHS staff and other frontline services in ways we would never have predicted.

As an employee of DMWS, you need to be flexible and agile too whatever your role. There is no room for staid thinking or inflexibility. We provide creative, person-centred welfare support and our staff need to have an open mind in how they best do that.

Employees will be employed by DMWS and may not work in just one service or project. They may work for different managers and across different geographical areas during their employment with us.

Everything we do is driven by the needs of the people we serve, but it is by serving them best we experience great job satisfaction, knowing that we have made a real difference at the end of the day.

Because of the nature of our services, welfare officers in particular may need to deploy to areas of conflict. Whereas all our staff need to be willing to work at different locations in the short term, or on different projects, Welfare Officers and their managers may need to be ready to deploy to those areas of conflict, often at short notice if required to do so.

Before any Welfare Officer or Manager deploys to an area of conflict, they would:-

* Attend a medical and possibly be asked to be vaccinated against risks in the area that they will be going to;
* Complete Contractors Deploying on Operations (CONDO) Training;
* Be physically fit, able to carry out 55 kg in baggage, a daysack and Combat Body Armour
* Able to be in the correct state of mind to share washing/shower facilities, sleep on a camp bed for up to 3 months and share a large tent with others.

(Please note that Welfare Support Workers would not be expected to deploy to areas of conflict).



**BENEFITS OF WORKING WITH DMWS**

We recognise that without our staff we are nothing, they are the most important asset that we have. We offer employees the following benefits in recognition:-

|  |  |
| --- | --- |
| **Salary**  A competitive salary, payable monthly | **Pension**  Matched Contributions up to 6% |
| **Death in Service Scheme**  Three times your annual salary to nominated beneficiaries | **Enhanced Sick Pay**  6 weeks full pay, 6 weeks half pay in year 1, increasing to 13 weeks full pay, 13 weeks half pay thereafter |
| **Training/Working at HQ**  Our HQ are is based in modern facilities in a converted stable block, surrounded by a beautiful estate in Hampshire | **Staff Recognition**  Staff Recognition Awards are used to highlight great practice and going the extra mile |
| **Flexible Working**  All flexible working requests are considered and lots of our staff do work flexible hours or in flexible locations. | **Staff Get-Togethers**  Staff events are held periodically to encourage networking, support and empathy amongst colleagues |
| **Personal Development Programme**  Continuous professional development is encouraged and training opportunities are explored | **Qualifications**  All Welfare Officers are automatically enrolled onto our accredited Diploma in Welfare Studies (Level 3) |
| **Work-based Parking/Mileage**  For those who pay to park at their work-base, fees are reimbursed. Mileage allowance is 45p per mile.  **Smart Health**  Access to a 24/7 virtual GP service, with a counselling service and on-line help and support around health and well-being matter | **External Supervision**  All Welfare Officers are offered external clinical supervision.  **Annual Leave**  We give employees 30 days a year annual leave plus Public Holidays. |

**Above all, working for DMWS means you are giving something back to those who serve our country – which is priceless!**