



Job Description

Job Title:	Training Lead
Hours:	21 Hours per week - Inclusive of evening work and occasional weekends which will be paid on a Time of In Lieu (TOIL) basis.
Term:	Fixed Term 2-year contract
Location:	Lighthouse, 196 Duncairn Gardens, Belfast
Salary:	P01 (£33,820 to £36,294) (pro-rata)
Responsible To:	Executive Director
Annual Leave:	28 days per annum plus statutory days (pro-rata)

Background:

Lighthouse was formed in 2003 as a community response to a community problem – the exceptionally high incidence of suicide in North Belfast. Since its inception the organisation has grown and developed in line with the needs of its clients and the changing community landscape it serves.

Lighthouse's core purpose is 'to save lives, offer advice and support to those affected by suicide and self-harm'. It has worked hard to dissolve the stigma associated with suicide and poor mental health, through designing a portfolio of early interventions, counselling projects, information and resources for families, carers and individuals dealing with impact of suicidal thoughts and bereavement by suicide.

We are delighted to grow our team with the new role of Training Lead within the Senior Leadership Team (SLT) at Lighthouse.

Main Purpose of Job:

Working throughout Northern Ireland, the Training Lead will be responsible for the sourcing, development and delivery of all Lighthouse training courses for external customers.

Main Duties and Responsibilities

Ensuring the sourcing, development and delivery of high quality and impactful external training.

- Cultivate an active business pipeline to meet departmental performance targets by maximising relationships with customers.
- Manage and develop a portfolio of accounts, effectively maintaining profitability.
- Work closely with the Fundraising Lead to identify opportunities and arrange training courses for customers across Northern Ireland.
- Liaise with customers determining and assessing their training and employee development needs and support them in arranging training for their employees/volunteers/stakeholders.
- Create, develop and own training materials and programmes to address the needs of customers.
- Develop the Lighthouse Employee Support Programme.
- Develop a database of trainers external and internal to deliver courses to an exemplary standard.
- Monitor and assess the effectiveness and success of training programmes and ensure training is delivered to the highest standard.
- Work reactively and proactively to meet customer requirements.
- Complete administration processes, including updating customer databases and creating customer reports.
- Manage own workload while collaborating with the full Lighthouse team in pursuit of training sales targets.
- Work accurately and prioritise proactive and reactive training requests.
- Build and maintain strong customer relationships through KIT (keep in touch) and quality calls.
- Monitor the quality of service and course delivery, including logging and feeding back any issues encountered and any issues or concerns escalating as appropriate.

Work with other agencies to share best practice and deliver high quality projects.

Liaise with other organisations in the voluntary, statutory and community sector, in the promotion and delivery of the training.

- Participate in events, meetings, conferences, and training events, as required by the organisation or line manager.
- Communicate effectively with other professionals who also provide training and identify potential opportunities for collaboration.

Create conducive environment for effective training delivery.

- Ensure timely and accurate booking system is in place for Lighthouse training facilities.
- Maximise the use of Lighthouse training facilities.

- Ensure technology and environment of training facilities is conducive to effective learning.
- Facilitate the creation of a safe, relaxed and friendly environment which will maintain and enhance the quality of training for customers.
- Identify and implement a wide range of training techniques to improve efficiency and returns on investment.
- Manage employee enrolment for training, schedule training sessions and organise the resources to facilitate training programmes.
- Observe and carry out health and safety procedures in Lighthouse training facilities in respect of oneself, colleagues and the customers.

Adhere to all areas of training administration.

- Provide monthly progress reports on all training undertaken.
- Attend monthly supervision meetings.
- Keep accurate statistics of all training that takes place.
- Publicise and promote the aims and objectives of the organisation.
- Adhere to all policies and procedure laid down with Lighthouse's Staff Handbook.

To work to support a 'One Lighthouse' ethos ensuring it achieves organisational strategic aims and operational goals.

- Represent Lighthouse on relevant networks, partnerships, awareness raising events as agreed and establish and maintain effective working relationships.
- Participate in staff, team and project meetings on a regular basis.
- Participate, promote and work together with all areas/departments/projects to ensure a one Lighthouse culture throughout the organisation.
- Ensure that Lighthouse policies and procedures, with particular emphasis on Equal Opportunities, Health and Safety and Child Protection are always adhered to.
- Participate in events, conferences, courses and meetings organised and or arranged by the organisation when required to do so.

The duties and responsibilities of this job description are neither definitive nor restrictive and can be modified to meet the changing needs of the organisation. The organisation is committed to providing the highest possible quality of training to its customers. Additionally, members of staff are expected at all times to provide a caring service and to treat those with whom they come into contact with, in a courteous and respectful manner.

This post is subject to completion of an Enhanced Access NI check.

PERSON SPECIFICATION – Training Lead

	Essential	Desirable
Education	<ul style="list-style-type: none"> • Two years' previous or recent experience in a similar business role. • Commercial awareness and client-driven outlook. • Outstanding communication and presentation skills. • Flexible approach to internal, external, and digital training with positive, can-do attitude. • Initiative-taker who can meet deadlines and targets and work under pressure. 	<ul style="list-style-type: none"> • Management qualification. • Sound knowledge of suicide prevention. • Evidence of ongoing continued professional development in the last 3 years.
Practice/Experience	<ul style="list-style-type: none"> • Experience of planning training in line with defined outcomes and within an agreed budget. • Experience of successful business cultivation and income generation in a training context. • Sound experience of generating income. 	<ul style="list-style-type: none"> • Experience of Salesforce CRM. • Hold a recognised training qualification / degree and / or have experience in the delivery of training. • Experience in training needs analysis and designing and supporting innovative training solutions. • Experience of Quality Assurance.
Knowledge	<ul style="list-style-type: none"> • Have an excellent understanding of current mental health training needs of organisations in Northern Ireland. 	<ul style="list-style-type: none"> • Knowledge of project management processes and procedures.
Skills	<ul style="list-style-type: none"> • Strong organisational skills with good diligence. • Strong skills with the MS packages - Word, Outlook, Excel. • Ability to communicate effectively and sensitively 	<ul style="list-style-type: none"> • The ability to critically analyse information and interpret research. • Ability to present at corporate level to promote the mental health products.

	<p>with customers (both face to face and in writing). .</p> <ul style="list-style-type: none"> • Ability to write clear and concise reports for internal and external stakeholders. • Excellent interpersonal skills, with significant experience of building, managing and sustaining relationships with a wide range of people from multi-disciplinary backgrounds. • Good organisational skills with an ability to prioritise work, meet deadlines and work effectively under pressure. 	
<p>Personal Characteristics</p>	<ul style="list-style-type: none"> • High personal integrity and professionalism. • Self-motivated with ability to be a flexible and cooperative member of the Senior Leadership Team (SLT). • Commitment to high standards of training delivery. • Commitment to continuous professional and personal development. • Ability and willingness to work evenings and weekends as required. • Respect for the values and ethos of Lighthouse. 	