

Training Development Manager

We are looking to recruit a Training Development Manager to join our mission-led organisation, supporting our friendly and dynamic training team.

Reporting to: Services Director
Location: Remote
Contract: Permanent, 30-35 hours a week
Salary: £42,230 FTE

About the organisation

Triangle is an employee-owned values-based Social Enterprise with a vision of a society in which people are enabled to thrive. As an employee-owned organisation all employees are engaged in the development of the business through a Trust Board.

We help homelessness, health, and social care providers improve services by creating engaging visual tools and promoting collaborative ways of working. We help to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars.

The Star has proved immensely popular and is now widely used in the UK by charities, social enterprises, and local and health authorities in a wide range of fields including mental health, homelessness, family support and substance misuse.

For more information see www.outcomesstar.org.uk.

What you can expect

- A purposeful, caring and inclusive team operating within an employee-owned trust
- An opportunity to grow and develop yourself through your work
- To be empowered to lead and self-manage with the support of a highly committed team around you
- Opportunities to be involved in projects outside the scope of your role, if you so wish

About the role

The Training Development Manager will join us at an exciting time as Triangle seeks to expand its training portfolio, offering a wider range of courses to enhance practitioner's skills, knowledge, and proficiency in utilising the Outcomes Star effectively. We are especially keen for the role to lead on the creation of digital learning.

Outcomes of the role

- Training and Licensed Training supports the overall strategic vision for Outcomes Stars and is continually developed to support our evolving strategy and deliver against commercial opportunities.

- Triangle offers a range of high-quality courses which enable effective use and implementation of Outcomes Stars, and our clients are delighted with their experience of our training.
- Our Licensed Trainers, and our Trainers, are supported to develop and thrive through Continuous Professional Development.
- There are efficient processes and systems supporting training delivery and organisation.

Job Description Overview

Overview of responsibilities and main tasks

- Work with the Company Board and Leadership Team to:
 - Take the lead in developing a strategic vision and delivery plan for our training offer
 - Own the delivery of the training vision and plan, ensuring our training offer is commercially valuable and sustainable.
 - Support the ongoing development of strategy and planning for Triangle and Outcomes Stars, including contributing at Leadership Team meetings and supporting other managers and areas of the business as needed.
 - Take the lead in developing and managing relationships with our sector specialist partners who are licensed to deliver Outcomes Stars training.
 - Contribute to developing and managing relationships with our international partner organisations, supporting with the development and quality assurance of their training offers.
- Work closely with the Director of Services and the internal Training specialists to design impactful and innovative learning programmes that meet the needs of the clients.
- Ensure courses are developed in response to sector needs, are up to date and in line with methods and theories that support frontline practitioners delivering conversations for change.
- Linked to the above, Triangle intends to develop a new eLearning offer to clients. This role will be responsible for leading on the learning design within this initiative, working with colleagues and external partners as needed.
- Ensure all Triangle Trainers, and Associates have the skills, knowledge and supporting materials to deliver the courses that they are responsible for
- Directly line manage Training Coordinators who are responsible for arranging dates, allocating trainers and maintaining efficient processes in England (Scotland and Ireland have alternative model).
- Contribute to development of efficient processes and systems.

[View the full job description here.](#)

The Person Specification:

The person in this role will have:

- Experience of developing and documenting training courses
- Demonstrable experience in a customer-focused role
- The proven ability to prioritise and coordinate competing work streams to manage implementation projects
- Experience of liaising and building relationships with senior customers
- Experience implementing eLearning, this may be designing in house or working alongside an external organisation to design and build eLearning.
- An understanding of the needs of individuals using services and of organisations providing them
- Experience of selling products or services

The person in this role will be:

- an experienced trainer, preferably with training qualifications
- able to learn quickly
- adaptable and flexible; with the ability to work in the ever-changing context of a growing organisation
- responsive to client needs, able to take initiative with a creative problem-solving approach
- an excellent communicator with good interpersonal skills; able to work effectively independently and as part of a small team collaborating well with colleagues
- committed to delivering a good service to clients and helping them make a difference to the people they support

Desirable:

- Experience of working for or with non-profit or voluntary sector organisations
- Experience of working with the Outcomes Star
- Experience of training in Motivational Interviewing, trauma informed approaches, solution-focused therapy or other similar approaches

Benefits

- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, cash health plan, employee assistance programme, cycle to work scheme
- 5 week's annual leave plus bank holidays (pro-rated for part-time) & additional days at Christmas
- Flexible working options such as part-time, compressed hours and flexitime
- Paid volunteering time
- Opportunities for personal development

At Triangle, our people are our greatest asset, and we are committed to creating a happy, healthy, purposeful work environment in which everyone is supported and empowered to do their best work. We strongly encourage candidates of diverse backgrounds and identities to



apply. Each new employee is an opportunity for us to bring in a unique perspective and strengthen our team, and we are always eager to further diversify our organisation.

How to Apply:

Please complete our online application form. We do not accept CVs. We can send out Word versions of the application if necessary.

Deadline for applicants:

First interviews: 11th or 12th July '24 (via Teams)

Second interviews: 17th or 19th July '24 (via Teams)

Please contact the HR Manager at hr@triangleconsulting.co.uk if you have any questions about the role or require any adjustments in the recruitment process.

STRICTLY NO AGENCIES