

## Job Description & Person Specification

### Post: National Training Manager Grade: Senior Manager Level 6

---

In my role as National Training Manager, I have responsibility for identifying and responding to emerging national learning, training and awareness needs in relation to mental health and encouraging help-seeking behaviour to keep people well and prevent distress and crises.

I will develop, lead and deliver bespoke mental health training and awareness sessions to a wide range of customers, clients and stakeholders across Scotland. As well as delivering high quality training and learning opportunities, the training programme aims to generate unrestricted income for Support in Mind Scotland.

I will continuously evaluate and review the materials to ensure that the courses remain relevant, up-to-date and evidence-based; following best practice and incorporating lived experience as the core value of what we do.

I will create connections with other learning and development providers and other trainers to ensure that we call on specific additional expertise as needed, and complement and add value to other trainings available. This includes linking into the MHUK training provided in schools through Bloom to ensure we add value and avoid duplication.

I will also oversee external awareness-raising activities and support the wider staff team to respond to requests from external agencies for speaker/conference/awareness raising activities.

#### **What I do and what I achieve**

- I contribute to the overall development and quality of the training programmes, ensuring that people with lived experience inform, contribute to or participate in both developing and delivering the materials
- I will take a rights-based approach and ensure that all of our materials challenge stigma and discrimination in all forms and promote the values of Support in Mind Scotland.
- I manage a small team of trained trainers and ensure they maintain the necessary skills and knowledge required
- I am responsible for ensuring that the materials and courses are marketed effectively to generate income against set targets

- I will network with a wide range of external stakeholders and organisations to identify opportunities to deliver our courses
- I will work closely with colleagues across Support in Mind Scotland and MHUK to ensure that all training is provided in an integrated and complementary way to maximise our reach and impact
- I will research and set up online digital learning platforms.
- I will keep up to date with all policy and service developments relating to mental health and mental illness and adapt/update materials accordingly
- I will ensure that all practical arrangements are put in place to provide a high quality professional experience to anyone who participates in one of our courses
- I will take responsibility for evaluating all training delivered to ensure continuous improvement
- I will generate income for Support in Mind Scotland.
- I take responsibility for developing and maintaining positive team dynamics to promote good team working
- I prepare reports for my Line Manager and the CEO as required and ensure these are accurate and of a good standard
- In keeping with Support in Mind Scotland policies and procedures, I ensure all Health and Safety standards are maintained by a designated member of staff

#### Who I am

- I am CIPD qualified or equivalent; or have extensive relevant experience.
- I am qualified to deliver the accredited Scotland Mental Health First Aid Course.
- I have experience of developing training based on comprehensive needs' assessment; and of delivering training both remotely and in person to a wide range of groups
- I have a sound and in-depth knowledge of mental health and mental illness
- I understand the mental health and health and social care policy context in Scotland
- I have experience leading a team
- I am a confident and clear communicator
- I am well organised and able to deliver agreed outputs on time and to a high standard
- My IT skills are of an excellent standard
- I am enthusiastic to develop my skills by undertaking appropriate training
- I can travel throughout Scotland as required

#### I May also have

- Experience of working with people affected by mental illness
- Experience of developing e-modules or e-learning or of using different media
- I have experience of costing training packs and modules and can demonstrate income-generation or business development skills
- Leading a team of remote workers

## General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies
- This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post