peeple

Training and Accreditation Manager
Job description

Main purpose of job

The main purpose of the job is to manage the development, delivery and quality assurance of Peeple training including processes for implementation support. The postholder will also review and manage the accreditation of learning via awarding bodies such as NOCN and the Scottish Qualifications Authority (SQA). Courses currently include: Peep Learning Together Programme training, Peep Progression Pathway training, Antenatal training, Early Communication Matters training.

Reports to: Peeple CEO
Line management responsibility for: Development Manager (Scotland), Qualifications Manager (Scotland), part-time Peeple Trainer, Training Administrator(s).
Matrix management responsibility for the NOCN Parent Accreditation function.

Accountabilities:

- Delivery of all commissioned training and implementation support to high quality standards and customer satisfaction
- Ensure quality of training materials used
- Ensure compliance with policies, procedures and standards set by accreditation bodies
- Ensure effective systems for training, accreditation and implementation support
- Ensure sufficiency of trained trainers to meet demand for Peeple training
- Produce quantitative and qualitative reports for the CEO, Board and funders

Key Performance Areas

1. **Manage training delivery**

   Manage the delivery of training including logistics to ensure smooth delivery of training events.
   - Manage training bookings; identify dates and trainers including both online and face to face delivery
   - Manage the training administrators who are responsible for administration of delegates and training logistics (e.g. venues, equipment, documentation) for all training across the UK and Eire
   - Manage the Development Manager (Scotland) who co-ordinates delivery of training in Scotland
   - Manage the Scottish Qualifications Manager who is responsible for developing and delivering Peep Progression Pathway training in Scotland.
   - Manage a part-time trainer who delivers training and assists with the development of training
   - Deliver training on an occasional basis to maintain hands-on expertise

Peeple – supporting parents and children to learn together

2. **Co-ordinate and support our network of trainers**

Ensure there are sufficient trainers available to be able to meet training demand. Trainers may be Peeple employees, local authority employees (under a Training and Support Agreement) or self-employed. Ensure training delivery is of a consistently high quality.

- Keep systems up to date for recruitment and induction of new trainers
- Recruit and induct trainers; in Scotland, this is the role of the Development Manager (Scotland)
- Support the ongoing professional development of trainers through regular Training Quality Assurance meetings and observation of practice
- Monitor trainer reviews and delegate feedback for quality assurance and skills development

3. **Manage Training and Support Agreements**

Manage the Training and Support Agreements with local authorities and third sector organisations (excluding Scotland) which set out the terms and conditions for the delivery of Peep training by their own staff.
- Negotiate new agreements in England, Wales and Ireland
- Induct and support local authority/third sector trainers in England, Wales and Ireland
- Oversee Training and Support Agreements in Scotland which are managed by the Development Manager (Scotland)
- Review agreements annually

4. **Develop and ensure quality of training and materials**
Ensure the quality of training and materials (both online and face-to-face). Identify opportunities to strengthen our offer by introducing new courses.
- Ensure that courses are reviewed and revised on a regular basis
- Update/improve existing courses, or manage other staff and/or consultants to update/improve existing courses
- Develop new training, or manage other staff and/or consultants to develop new training
- Ensure quality of the course materials (e.g. PowerPoints, handouts, videos, Sways)

5. **Post training Implementation support**
Ensure delivery of implementation support as agreed with the training customer to improve the quality of programme delivery. Seek opportunities to extend ways of providing implementation support.
- Develop systems for post training implementation support, including support for 'communities of practice'
- Support and oversee staff/trainers who provide implementation support
- Design individual implementation support packages for customers

6. **Practitioner accreditation and quality assurance**
Review the role of practitioner accreditation in quality assurance of Peeple training. Lead the process for the development and implementation of new practitioner accreditation or an alternative system for quality assurance.
- Explore options for replacing the current accreditation by City and Guilds (unit recently withdrawn)
- Lead on the development of the chosen alternative
- Ensure the implementation of agreed system

7. **Parent accreditation (Peep Progression Pathway)**

Take overall responsibility for our current parent accreditation arrangements. Manage staff responsible for implementing parent learning and accreditation.

- Manage the Qualifications Manager (Scotland) to promote parent accreditation and to manage the set up and maintenance of Delivery Centres across Scotland.
- Ensure appropriate systems and processes are in place to enable parent accreditation through NOCN in the rest of the UK
- Keep under review our system of parent accreditation as a means of supporting parents' learning and suggest changes if appropriate

8. **Monitoring and evaluation**

Monitor take up and evaluate effectiveness to ensure ongoing quality of the training

- Produce numerical reports on numbers trained and practitioners accredited
- Review trainer feedback and delegate feedback across all courses and make recommendations for changes to training method, practice or content
- Evaluate effectiveness of implementation support and make recommendations accordingly
- Prepare reports to funders

9. **Deputise for CEO**

Deputise for the CEO during periods of absence including representing the organisation at high level meetings and events.

10. **General and line management**

As a line manager and member of the Peeple management team contribute to efficient operational and strategic management processes.

- Recruit, support, develop and motivate direct reports; supervise and appraise their performance
- Support the CEO with the development of longer term strategies and plans
- Implement all Peeple policies including safeguarding, health and safety, equal opportunities, confidentiality and data protection
- Undertake other duties as required by Peeple and consistent with the skills and experience required by the post

Person Specification - see overleaf

Person Specification

	Essential	Desirable
Experience	1. Substantial experience of developing, delivering and evaluating training programmes 2. Substantial experience of managing people including teams of professionals 3. Substantial experience of project management and taking leadership roles	4. Experience of delivering training in the Learning Together Programme 5. Experience of learner accreditation including assessment of learning at Level 3 or above 6. Experience of working with young children and their parents 7. Experience of developing and/or delivering online and blended training 8. Experience of writing fundraising bids
Knowledge and Understanding	9. Knowledge of the Peep Learning Together Programme 10. Understanding of the Early Years (including safeguarding) and the early learning and childcare sector 11. Understanding of parenting and family support services and programmes 12. Awareness of and commitment to inclusive practice and equal opportunities	13. Knowledge of the not for profit sector 14. Understanding of qualification frameworks
Skills and personal qualities	15. Strong leadership and people management skills with the ability to inspire, motivate and support learners and staff 16. Excellent written and verbal communication skills 17. Training and facilitation skills 18. Willingness to acknowledge problems but seek solutions 19. Strong strategic thinking, reflective and analytical skills 20. Ability to work collaboratively and pleasantly with diverse stakeholders 21. Excellent IT skills 22. Willingness to travel and stay overnight	
Qualifications	23. Relevant qualification at degree level, and/or adult teaching qualification and/or other relevant professional qualification	24. Assessor's qualification: D32/33 or A1 25. Internal Verifier qualification: D34, V1