



National Training Manager

Job Description

Location: Edinburgh

Salary: £ 28,085.44

Directorate: Fundraising

Reports To: Business Development Manager

Change Mental Health is a leading national mental health charity providing unique support to people with severe and enduring mental ill health. With over 50 years' experience across Scotland, we believe people affected by poor mental health and illness deserve the highest quality of support in the community and that every person has the right to be valued and to share in the opportunities, challenges, and joys of everyday life.

The National Training Manager works with people across Scotland to ensure that as many people as possible get the knowledge and tools they need to address mental health this includes staff within the organisation and externally to other audiences.

Our person-centred approach puts the people we work with at the heart of what we do ensuring they have greater opportunity, can build confidence and social skills, and become more integrated into their communities. By building connections and support around individual needs, our team of nearly 200 staff and 800 members value the lived experience which informs the services we deliver. We look beyond illness by taking a holistic approach that ensures no one has to face mental ill health alone. They work closely with the Fundraising, Operations, and Services teams to develop, quality assure, manage, and deliver Mental Health courses across Scotland. Delivering to a diverse audience; including staff and as part of our income generation portfolio.

The National Training Manager will continuously evaluate, review, and update materials to ensure that the courses remain consistent relevant, up-to-date and evidence based to ensure the highest quality and best practice in all that we deliver.

They build and maintain connections with other learning providers and stakeholders to call on specific expertise as needed, and to ensure we complement and add value to other available training. This includes working collaboratively with Mental Health UK training provided to schools through the *Bloom* and *Your Resilience* Programmes.

They keep track of emerging national learning, training and awareness needs in relation to mental health and workplace wellbeing and ensure that the training programme continues to generate income, by maintaining the high quality of



products on offer, adding more training and learning opportunities in response to demand.

They work closely with the Head of Quality and Improvement to support the internal training needs of Change Mental Health staff. This will involve designing and structuring bespoke training to support best practice and consistent quality across the organisation.

They will lead on taking a train the trainer approach and work closely with staff and external training consultants to ensure training is delivered consistently and knowledge and skills shared across the organisation.

They will ensure there are clear aims and objectives for all training sessions and will develop robust evaluation measures to demonstrate and evidence impact of our internal and external training sessions. They will collate and regularly provide impact reports to share with the senior leadership team.

They will develop a clear framework to monitor and review the delivery of external training associates to ensure they are adhering to Change Mental Health quality standards.

What I Do and What I Achieve:

- I ensure the delivery of training programmes to other organisations, such as businesses, communities and membership organisations.
- I ensure the delivery of training programmes to meet our internal training needs.
- I manage and train a small team of trainers and ensure they maintain the skills and knowledge required for their role.
- I engage with external organisations to agree and develop appropriate training programmes.
- I set up and maintain all practical arrangements to ensure we consistently provide a high-quality professional experience to participants.
- I attend networking events and contribute to the marketing and promotion of the charity's training packages to reach a wide audience across Scotland.
- I collaborate with colleagues to identify opportunities to develop and deliver our courses.
- I work closely with colleagues across Change Mental Health and MHUK to ensure that all training is provided in an integrated and complementary way to maximise our reach and impact.
- I ensure training and standards are adhered to across all areas of delivery through robust quality assurance measures of all our programmes and trainers.
- I manage administrative and invoicing activities relating to courses and events.



- I monitor the programmes' budgets and expenditure.
- I contribute to the development and continued maintenance of the training programmes.
- I ensure that people with lived experience inform, contribute to and/or participate in developing and delivering the materials.
- I will take a rights-based approach and ensure that our materials challenge stigma and discrimination in all forms.
- I keep up to date with all policy and service developments relating to mental health and mental illness and adapt materials accordingly.
- I am responsible for the evaluation of all training and collating participants' feedback.
- I contribute to the research, development and delivery of digital learning platforms.
- I prepare regular and timely reports for management, ensuring these are accurate and of a good standard.
- I develop and maintain positive team dynamics.
- I ensure all Health and Safety standards are always maintained.

Who I Am:

- I have relevant learning and development qualifications or equivalent experience and skills.
- I have experience in delivering training or learning experiences such as teaching.
- I have experience of writing and developing curricula/materials for training/learning.
- I have a sound knowledge of mental health and mental illness and a willingness to continue to develop my expertise.
- I understand the mental health and health and social care policy context in Scotland.
- I have experience managing or supervising a team.
- I have strong facilitation skills, both in person and virtually.
- I have experience delivering training remotely and in person to a wide range of audiences and needs.
- I am a confident and clear communicator.
- I can produce highly professional presentations and other learning materials.
- My IT skills are of an excellent standard.
- Experience of using, maintaining and/or developing e-modules or e-learning (and different media) or of using different media.
- I am well organised and able to deliver agreed outputs on time and to a high standard.
- I am committed to developing my knowledge and skills by undertaking appropriate training.
- I am able and willing to travel throughout Scotland and ideally hold a clean driving licence.
- I am a positive outgoing person with a 'can do' attitude.
- I am a problem solver.



I May Also Have:

- The qualifications necessary to deliver the accredited Scotland Mental Health First Aid Course.
- Experience of working with people affected by mental illness.
- Experience of managing a geographically dispersed team and support positive team dynamics.

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, workers and volunteers; to encourage people to join Change Mental Health 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.