

## JOB DESCRIPTION

<b>Job Title</b>	<b>External Training Manager (Maternity Cover)</b>
<b>Department</b>	<b>Services</b>
<b>Reporting to</b>	<b>Head of Services</b>
<b>Line Manages</b>	<b>Senior Trainer - Information and Advice</b>
<b>DBS check requirement</b>	<b>Basic</b>
<b>Location</b>	<b>Avonmore Road, London W14 8RR (with hybrid working) OR Homebased (both with travel around the UK required)</b>

### JOB PURPOSE

The External Training Manager (Maternity Cover) will work to develop and implement our programme or external training which is aimed at building knowledge of older people's options when experiencing financial hardship. This includes the cost of living, welfare benefits, income maximisation, cost reduction and budgeting.

The training is aimed at professionals and trusted intermediaries working in the commercial, statutory and not for profit sectors. Our ambition is for everyone who works with older people to know what they may be entitled to, how to support them to claim and where to get further help.

### KEY RESPONSIBILITIES

- Design, develop and implement a programme of external training, workshops and online learning aimed at increasing the financial hardship related knowledge and skills of people who are working directly with older people.
- Work collaboratively with a group of in-house subject matter experts to design and deliver training interventions.
- Liaise closely with other Managers to plan and ensure they have advanced notice of training and other capacity building activities which require resources from their team.
- Work collaboratively with the Corporate Partnerships and other internal stakeholders to ensure the programme aligns and supports our strategic aims.
- Regularly deliver training and attend meetings and conferences throughout UK, including overnight stays.
- Develop and maintain a range of training materials and online learning modules on appropriate income maximisation and cost reduction issues.
- Support the internal Learning and Development Manager in their creation of training and development programmes for internal staff.
- Provide effective line management to the Senior Trainer, ensuring they are motivated, developed and enabled to perform at their best.
- Build productive, sustainable relationships and partnerships with key external organisations ranging from commercial organisations, large statutory authorities to

small community groups to understand training needs and most appropriate methods for training delivery.

- Work with partners and targeting areas with the highest need, devise, pilot and implement training/capacity building programmes to increase the availability of information and advice for older people around the cost of living, welfare benefits, income maximisation, cost reduction and budgeting.
- Work with the Head of Services to develop and implement a pricing structure that is proportionate to the audience/sector.
- Implement an evaluation strategy for external training, including reach, satisfaction, outcome and impact measures and qualitative feedback.
- Develop and maintain own knowledge and skills across the range of financial hardship topic areas.
- Work as part of the Services Leadership team to deliver an integrated Information, Advice and Support service.

## Management

- Champion Equity, Diversity and Inclusion in all that we do.
- Demonstrate empowering and inspirational leadership and effective performance management of line reports, with agreed objectives and development plans in place, to enable them to excel.
- Effectively manage budgetary or financial responsibility and support the embedding of a culture of financial awareness and scrutiny.
- Maintain compliance and adherence with all processes to ensure good governance.

## General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

## How We Work

At Independent Age, we live by our values and EDI principles.

Our **values** are:

- Purpose-driven - the experience, needs and views of older people are central to everything we do
- Compassionate - we listen, care and take action
- Expert - our work is evidence-based and solution-focused
- Collaborative - we work in partnership to maximise our impact
- Accountable - we work with integrity and transparency
- Inclusive - we value diversity and always treat everyone fairly with dignity and respect

To put our **EDI Principles** into practice, we will:

- proactively challenge ageism and all other forms of inequality and discrimination throughout all our work.
  - celebrate and champion diversity within and outside our charity.
  - create a culture where everyone knows that they belong.
  - ensure our leaders act as role models and champions.
  - promote equity of opportunity for our staff, volunteers and the people who use our services.
  - ensure our EDI plan is integral to our annual planning processes to ensure that we deliver our goals.
  - collect data on diversity and inclusion to enable us to inform our work and review our progress and impact.
  - be accountable and transparent about our progress.
  - use our influence to proactively champion EDI internally and with external partners.
  - continuously improve, adopt best practice and learn from and share with others.
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## **PERSON SPECIFICATION**

- Extensive experience of developing learning and development programmes to a range of external audiences (ideally including those in the commercial, statutory and not for profit sectors). Knowledge of creating e-learning content is desirable.
- Knowledge and experience of delivering training in person and online.
- An ability to learn about cost-of-living and financial hardship related topics relating to older people in England, Scotland, and Wales, including, welfare benefits, income maximisation, cost reduction and budgeting.
- Understanding of equity, diversity and inclusion, and the importance of accessibility for older people (accessing benefits) and training participants.
- Excellent communication, influencing and relationship building skills.
- High levels of organisational and project management skills, with a proven track record of managing projects and programmes from start to finish.
- Ability to travel widely within the UK including overnight stays.
- A demonstrable passion for, and affinity with, our cause.