# **Education Service Delivery Manager**

Accountable to: Head of Education

Location: Cardiff

Regular travel throughout Wales as required.

Hours: 35 hours per week (full time).

Starting salary: £32,630 per annum

**Role Overview:**

To provide leadership and management to the Education and Training Service Delivery team, in line with the 2025-2030 strategy and our stated values.

**Key duties and responsibilities:**

Staff Leadership and Development

* Provide senior leadership and management to the Education and Training Service Delivery Team, aligning with our desired organisational culture, values and objectives.
* Drive the team towards the achievement of strategic goals by ensuring that deadlines are met and progress is tracked against business plan targets.
* Conduct regular 1-2-1 meetings with team members to clarify priorities, support professional development and ensure staff are aligned with objectives.
* Organise CPD (continuous professional development) sessions to enhance staff expertise and maintain industry standards.
* Facilitate effective team communication through regular meetings, ensuring joined up working and communication between staff and volunteers.
* Foster collaborative working through creating opportunities for professional reflection, knowledge sharing and skills development.
* Provide structured opportunities and space for staff feedback ensuring that ideas, suggestions and challenges are heard, acted upon and recorded appropriately to drive improvements in the quality of our service delivery.
* Maintain operational efficiency by managing and recording staff absence including holidays and sickness.
* Work alongside the Training and Resources Coordinator to optimise training diary management, ensuring maximum utilisation of the team and minimal cancellations.
* Manage the Training Diary in the absence of the Training and Resources Co-ordinator.
* Regularly support with departmental delivery of training, proportionate to your role, to provide support to the wider team whilst maintaining own professional CPD.
* Oversee staff CPD and work with the Lead Trainer and Training Standards and Governance Manager to ensure that all expressions of interest for training are monitored and fairly approved, ensuring that all staff remain up to date and have the opportunity for self-development.

Strategy

* Support team members to work towards the aims of our organisational strategy by project planning, and ensuring staff are making progress against their objectives.
* Identify and escalate to the Head of Education any challenges that impact on operational success or have a wider impact in the organisation.
* Ensure high quality service provision, focusing on continuous improvement in training delivery and participant experience.
* Embed SJAC core values in all aspects work.
* Work collaboratively with the Training Standards and Governance Manager and support Community Training activity.

Impact, Evaluation and Reporting

* Guide the team in collating feedback and training data to assess success and areas for development.
* Encouraging collation of case studies to demonstrate real world impact and training effectiveness.
* Work with the Head of Education to evaluate training sessions and implement improvements based on feedback and data.
* Work with the Head of Education to track and monitor progress and collate monthly reports that will be shared by the Head of Education at SLT meetings.
* Conduct internal quality assurance audits to ensure consistency and adherence to best practice. Work closely with the Training Standards and Governance Manager to ensure all courses maintain quality to a high level and adhere to robust systems and practices.
* Ensure that quality policies and procedures with regards to training are kept compliant and up to date.
* Engage with line managers, customers and clients regarding course content, presentation and ongoing course development.
* Maintain and update databases as appropriate.

Other

* Demonstrate excellent communication and teaching skills in delivering and assessing training courses and services in accordance with St John Ambulance Cymru procedures and processes when required.
* Maintain and update the St John Ambulance Cymru Course Regulations document, ensuring that all training is aligned.
* Collaborate with the wider Education Directorate to promote growth and innovation, working with the Training Standards and Governance Manager to review and enhance training delivery opportunities.
* Identify new customer/client market opportunities/prospects with sales potential for St John Ambulance Cymru services and to refer those prospects to the sales team for conversion into clients.
* Work pro-actively with HR to recruit and onboard new staff including organising and attending interviews in partnership with the Head of Education.
* Attend and actively participate in meetings, off site events and pan-Wales training initiatives as required, which may include out of hours work.
* Embody and exemplify the charity’s values at all times and hold others to account for the same.
* Demonstrate a commitment to inclusion and welcoming diversity, championing equality of treatment and opportunity.
* Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance Cymru. It is expected that the post holder will be as positive and flexible as possible in this regard.

**Person specification**

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

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| **Requirements** | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications and Experience |  |  |  |
| Level 3 qualification in teaching or training (such as PTTLS / AET / CTTLS) | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Level 4 or higher qualification in teaching or training (such as Cert Ed / PGCE) |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Formal training qualification | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| IQA and EQA Verifying qualification | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Health and Safety Management qualification such as IOSH Managing Safely | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| First Aid Qualification such as First Aid at Work | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| First Aid Responder qualification |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Experience of teaching or delivering training | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Experience of managing a geographically dispersed team | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Experience of developing new courses and training material | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Current Enhanced DBS Certificate | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | If you don't already hold this we will arrange it free of charge |
| Skills, knowledge and abilities | | | |
| Ability to lead and inspire people towards achieving desired goals. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Competent in using MS Office suite of products including SharePoint. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Commitment to high quality standards | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Ability to work collaboratively with a range of stakeholders including staff, volunteers, external training delegates, accreditation bodies etc | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Excellent communication skills, written and verbal. |  |  |  |
| Knowledge and ability to provide constructive feedback and challenge where necessary within the Education team | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Knowledge of First Aid, Health and Safety and other regulatory requirements relating to SJAC’s operating context |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Interview |
| Self-motivated and ability to work independently without supervision across different SJAC sites. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Ability to manage own diary and manage multiple priorities and deadlines | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Resilient and adaptable, able to work well under pressure | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Passionate about customer service and providing high quality training | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Absolute commitment to role modelling our St John Ambulance Cymru values and helping others do the same | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Ability to work outside normal working hours when absolutely necessary | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |