

## CORPORATE EDUCATION

### JOB DESCRIPTION

**Job Title:** Training and Compliance Manager

**Grade:** 7

**Hours:** 37.5

**Salary:** £49,178 - £55,492 including Outer London HCAS

**Main Base:** Argo House, 180 Kilburn Park Road, London

In order to meet the needs of the role and service, you will be regularly required to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.

**Responsible To:** Deputy Head of Education

**Accountable To:** Head of Education, Learning and Apprentices

**Key Relationships:** The post holder will be an integral part of the team, liaising with other team members, CNWL staff, training providers and various internal and external agencies

### JOB PURPOSE

The Training and Compliance Manager will provide operational support across statutory/mandatory and non-clinical education delivery. This role will provide support to the Deputy Head of Education and Head of Education to ensure the seamless delivery of statutory/mandatory and non-clinical education, this will include analysing data, producing and implementing business plans, projects and change initiatives, collating reports and management information.

The Training and Compliance Manager will be responsible for leading on the management of all aspects of the delivery for statutory/mandatory and non-clinical education, including the monitoring, developing, implementation and organisation of these training activities at all levels across the Trust. The Training and Compliance manager will also be responsible for the management and development of the business support team.

The Training and Compliance will work at a strategic level offering guidance and support with regard to statutory/mandatory and non-clinical education as part of the Trust's people plan. They will work closely with training providers both internally and externally to ensure there is adequate statutory and mandatory training provision.

They will have financial responsibility and be an authorised signatory for travel arrangements and training related expenses – they may maintain a budget for a particular programme or project. The post holder will also work at an operational level to support in specific activities for example, liaising

with divisions, negotiating training contracts and will also be responsible for developing, managing and maintaining performance management data and monitoring information to provide reports as required.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **1. Management and Leadership**

- 1.1. To manage organise and delegate work to direct and indirect reports ensuring a courteous and efficient service is provided and that any work is completed accurately and timely
- 1.2. Be involved in the recruitment of staff within the department, including advertising, job description and person specification, short listing, interviewing, appointing and locally inducting to the department
- 1.3. Responsible for the direct management of direct reports and the indirect management of the wider team including ensuring that appraisal, supervision and statutory and mandatory training and training needs analysis is up to date.
- 1.4. To ensure that all administration staff within the department are trained on internal systems including the Learning Management System (LDZ) to enable the management and administration of educational courses and programmes as well as the management and administration of the system.
- 1.5. To develop, implement and review policies and procedures relating to own area of work and team ensuring implementation through performance management
- 1.6. They will allocate work to ensure that there is appropriate cover for the team according to service need and provision completing sickness returns and updating annual leave on health roster
- 1.7. Deal with any difficult enquiries or potential complaints and ensure their resolution when not achieved by more junior staff.
- 1.8. Represent the Deputy Head of Education when required to do so.
- 1.9. To co-ordinate the Education team's annual leave to ensure adequate and appropriate cover
- 1.10. Provides a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with direct report(s), management teams and other key individuals across the system.
- 1.11. Manages team and resources on a day-to-day basis in an unpredictable environment that require solutions to complex problems where there are many interacting factors

### **2. Administrative and Service Responsibilities**

- 2.1. Manages the effective management of the LMS to ensure that accurate workforce training information is maintained and continuous system improvement including overseeing the uploading training courses and the advertising of CNWL's training provision.

- 2.2. Reports on performance management relating to targets, operational activities and makes presentations using a range of information from a variety of sources
- 2.3. They will negotiate with internal or external bodies or agencies regarding contracts and or SLA resolving complex contract management issues dealing with sensitive issues i.e. complaints.
- 2.4. They will use highly developed negotiating, influencing and persuasive skills in order to communicate multi-stranded and highly sensitive service information. This includes report writing, statistical reports, presentations and written communications
- 2.5. To ensure that service delivery information is communicated (training compliance, DNA's and educational activities) to a variety of internal and external stakeholders at all levels. They will be the main point of contact for all subject matter leads and will arrange regular meetings with subject matter leads to discuss performance, DNA's and course content This may include sensitive data in relation to individual/department performance against Trust KPI's
- 2.6. To develop channels and mechanisms for clear communication across the Trust's services to include marketing of training events and professional development opportunities
- 2.7. Develop effective communication and working relationships with colleagues in HR and the divisions
- 2.8. The post holder will plan and organise a broad range of complex activities including medium to long term planning, monitoring, delivering and evaluating of strategic projects and initiatives using project management methodologies.
- 2.9. To project manage the organisation of workshops, events and meetings including the selection of venue, provision of materials and refreshments maintaining any budgetary control
- 2.10. Develops comprehensive work plans to ensure there is an appropriately resourced delivery of the Trust Welcome for all new starters, to a consistently high standard, including analysing survey results, identify any trends and making recommendations based on lessons learnt
- 2.11. To lead in the facilitation of a Trust Welcome to include ensuring all trainers attendance, ordering and setting up of refreshments and ensuring all training materials are ready and that the delivery is of a consistently high standard
- 2.12. To project manage the organisation of workshops, events and meetings including the selection of venue, provision of materials and refreshments maintaining any budgetary control
- 2.13. To devise systems to ensure the team are in inputting information on the LMS consistently, timely and accurately. This will include designing spreadsheets and databases to support system delivery ensuring that any faults or problems are reported effectively
- 2.14. Leads, allocates and delegates duties to ensure that the team ensure that the annual statutory and mandatory training requirements are inputted into the LMS
- 2.15. Ensures the that contacted internal and external training providers are providing an adequate standard of training and that the bookings of venues and any catering associated with training events are made. Discussing any short-fallings in delivery in a timely and sensitive way. This includes monitoring contracts and procurement of courses To be

responsible for ensuring that invoices raised on SBS in line with standing financial instructions are paid, escalating any problems with invoicing that cannot be problem solved. Ensures that budgets are monitored and managed and contributes to income generation and cost improvement programmes

- 2.16. To support in the delivery of the leadership strategy including training on programmes
- 2.17. To oversee the process for ordering equipment, stock and stationery
- 2.18. To provide senior managers with administrative support for any external project work including project roll out implementation and review
- 2.19. To produce reports, spreadsheets and correspondence including projections for KPI's and the monitoring against these projections
- 2.20. Completes and contributes to any audits. Actively works to continually improve the quality of own service within the overall organisational governance frameworks, corporate and system objectives e.g. through audit or suggesting changes to practice
- 2.21. Works with managers and colleagues to identify, manage and minimise risks within the overall organisational risk management frameworks.
- 2.22.
- 2.23. To ensure that the confidentiality of data and related information is maintained through careful and secure systems of work paying particular attention to governance and the Data Protection Act.
- 2.24. To work in partnership with subject matter experts (SMEs) to identify learning needs for all mandatory and non-mandatory training then update the training matrix to ensure it is up-to-date and reflects the requirements

### **3. Other**

- 3.1. To undertake all necessary statutory and mandatory training
- 3.2. To participate in appraisals/performance review and identify any professional development needs, be able to reflect on own performance.
- 3.3. To undertake any training necessary to fulfil the objectives of the post and enhance personal knowledge and development
- 3.4. To supervise the work of temporary and permanent administrative staff as and when necessary including
- 3.5. Ability to work independently to defined policies and procedures and manage own workload.

## **RIDER CLAUSE**

This is an outline of the postholder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Department.

### **Health and Safety**

Central and North West London Mental Health NHS Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.

### **Improving Working Lives**

Central and North West London Mental Health NHS Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

### **Staff Involvement**

Central and North West London Mental Health NHS Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

### **Smoking**

Central and North West London Mental Health NHS Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.

### **Alcohol**

Employees are expected to be aware of and understand that Central and North West London Mental Health NHS Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

### **Trust Sustainability Green Plan Pledge**

CNWL are committed to a sustainable future and to improving the social and environmental well-being of our care community. We are dedicated to environmental improvements that embrace a sustainable future that require a shared understanding of our ambitions. Please see the Trust Green Plan - Caring Today and Tomorrow; Carbon-Free available on the Trust Intranet.

### **Confidentiality**

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be

considered as gross misconduct and may lead to disciplinary action which may include dismissal.

### **Equal Opportunities**

All employees of Central and North West London Mental Health NHS Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

### **Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures**

Central and North West London Mental Health NHS Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

### **Personal Development**

The post holder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

### **Conflict of Interest**

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

### **Working Time Regulations**

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt out agreement.

The Trust policy has a limit of 60 hours per week and all staff must ensure a 24 hour rest period is taken in every 7 days.

### **Conditions of Employment**

The Trust will screen all staff that will be working with children and police checks will be carried out on all staff appointed to posts, which have access to children. This will also apply if role develops to include access to children.

### **Terms and Conditions**

The terms and conditions of service associated with this position are those agreed by the Trust.



