
Job Description: Training Centre Manager

Reporting to – Director of Ruth Miskin Training

Responsible for – English Hub Training Centre Coordinator

Place of work – Liverpool Street, London E1

Hours of work – 8.30 to 17.00

Contract – fixed term until 31 March 2021 with possible 2-year extension

Salary – £35,000-£37,000 p.a. dependent on experience

Ruth Miskin Training have won a competitive bid process to run the Department for Education's English Hub Training Centre. The national English Hubs programme is made up of 34 schools with a strong track record in teaching children to read, as well as promoting a love of reading. The Training Centre will train and support 180 teachers, appointed by the hubs, to become literacy specialists. These literacy specialists will support teachers working in some of the most disadvantaged areas in the UK. They will support local schools with excellent teaching in phonics, early reading, early language development and building a culture of reading in Reception and Key Stage 1.

The Training Centre Manager is responsible for contract delivery.

Responsibilities

- Work with the Director and Lead Trainer to ensure the Training Centre delivers according to the terms of the contract, budget and key performance indicators
- Data collation and reporting on progress, outcomes and budget to key stakeholders
- Maintain schedules of work and milestone plans to enable accurate reporting and invoicing
- Be responsible for monthly, termly and annual reports and invoices to the DfE
- Line manage and coach the Training Centre Coordinator, including monitoring and adjusting workload, reviewing performance, target-setting, delegation
- Be responsible for and manage the Training Centre Coordinator to:
 - Liaise with trainers and organise diary dates to train and support literacy specialists
 - Ensure data on online portal is up-to-date and accurate for English Hubs and supported schools
 - Coordinate content for the online portal
 - Liaise with internal and external stakeholders to ensure training events, quality assurance days, and data collection systems run smoothly

- Send out surveys and evaluations, summarise and report to stakeholders
- Set up meetings and training events, and manage bookings

- Liaise with internal and external stakeholders – including trainers, literacy specialists, Hubs, DfE, Hubs Council, sub-contractors: I CAN, National Literacy Trust and phonic programme providers
- Answer email and telephone queries on all aspects of the Training Centre
- Maintain accurate records of correspondence and project progress
- Attend weekly Ruth Miskin Training operations meeting; work strategically with other teams to create and improve processes
- Plan emergency cover for training dates and conferences with RMT training coordination team
- Carry out general administrative tasks as requested by the Director and Lead Trainer

Skills and qualities required for this role

- Rigorous approach, seeking clarity and efficiency
- Good communication skills, both verbal and written
- Ability to make judgement calls and decide on best course of action
- Excellent telephone manner with all stakeholders
- Exceptional administrative skills – planning, organising and prioritising
- Proven ability to work under pressure with a high degree of accuracy
- Ability to maintain good working relationships with high level stakeholders
- Commitment to and experience of team-building and coaching
- Proficient IT skills – Word and Excel; database experience; minimum typing speed of 40wpm
- Ability to draft succinct and clear copy

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The Training Centre Manager will be expected to comply with any reasonable request from the Director and leadership team to undertake work of a similar level that is not specified in this job description.

This job description may be amended at any time following discussion between the Director and Training Centre Manager.