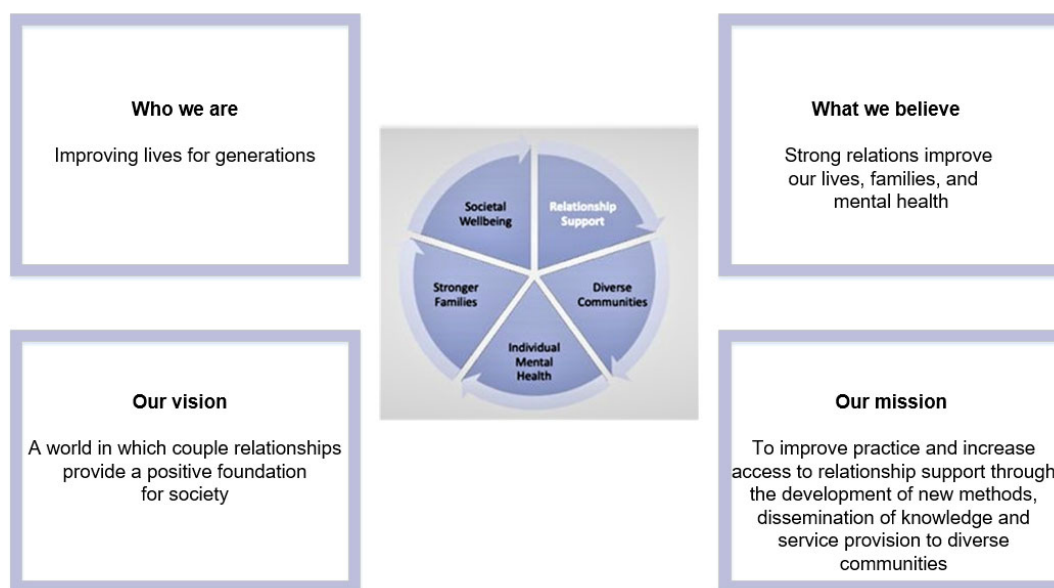


## JOB DESCRIPTION

<b>Job Title</b>	Training Operations Manager
<b>Department</b>	Training/Shared Services
<b>Line manager</b>	Director of Studies transitioning to Associate Director of Shared Services (July 2022)
<b>Role Level</b>	Experienced (manager)
<b>Direct reports</b>	3 (with expected growth – July 2022)
<b>Appointment type</b>	Permanent
<b>Remuneration</b>	£36 - £45k per annum, depending on experience
<b>Key Relationships</b>	<b>Internal</b> Director of Studies, Programme Managers, other shared service staff, ICT Manager, Marketing Team <b>External</b> Accrediting bodies, university partners, vendors
<b>Hours of work</b>	Full time, 37.5 hours per week, flexible working is offered subject to the requirements of the organisation.  Typically Monday – Friday but due to the nature of our trainings as post-graduate, part-time study designed to fit around work schedules for our students and events, occasional weekend and evening work may be required in this role.
<b>Location</b>	Central London and with flexible home-working arrangements. Attendance is required at our Central London offices as the organisational need arises.

### About us

Tavistock Relationships has been improving lives for generations. We believe that strong relationships improve our lives, families, and mental health.



## Our values

- A belief in the importance of family stability and emotional security
- A commitment to social justice, inclusivity, and diversity in every area of our work
- A belief in the importance of intellectual curiosity and rigour
- An aspiration to be a learning community – growing understanding and being open to new ideas, developing new ways of working
- A commitment to promoting excellence in the delivery of our services

## Purpose of the role

To increase the operational efficiency of TR training activities and support student success by:

1. Working alongside academic & training programme leads to manage the operational aspects of our trainings and events, minimising the amount of senior staff time required to be spent on administrative process
2. Leading and developing the training operations team members
3. Engaging effectively across the organisation to enable the training team to access knowledge, resources and shared services required to meet the objectives of our trainings.

## Responsibilities

<p>Leadership, collaboration &amp; team development</p>	<ul style="list-style-type: none"> <li>• Lead, motivate, and support the training support team, including problem resolution and implementing career development plans for all direct reports.</li> <li>• Manage data collection to enable timely reporting of operational metrics to support the organisation to deliver on its objectives for student numbers and success, racial diversity, equality and inclusion and financial sustainability of the training departments.</li> <li>• Partner with cross-functional support teams to improve the organisational tools and systems.</li> <li>• Work closely with facilities and reception staff to ensure effective on-premises student support, safety and knowledge of and compliance with TR systems and processes.</li> <li>• Attend internal meetings with team and other staff members proactively communicating matters of importance to the training function and relaying information to training team members as appropriate.</li> </ul>
<p>Areas of focus to improve operational efficiency</p>	<ul style="list-style-type: none"> <li>• Lead the development, standardisation, and streamlining of Tavistock Relationships' training administration processes for courses and events.</li> <li>• Facilitate the marketing and promotional activity for training through the provision of content as required and provision of an advance programme of activity to the marketing team.</li> </ul>

	<ul style="list-style-type: none"> <li>• Contribute to the TR Digital Transformation strategy from a training perspective.</li> <li>• Lead the development of digital training tools and resources to enable increased accessibility of TR knowledge and expertise and improve student learning and delegate experience.</li> <li>• Lead the implementation of Salesforce as an administrative process and customer experience tool for the training team.</li> <li>• Responsibility for ensuring any risks are identified, responded to promptly and escalated to the relevant course leader/trainer.</li> <li>• Attend external committee meetings and assessment panels and take action notes.</li> <li>• Liaise with accrediting bodies, provide reports and attend review meetings.</li> </ul>
Internal Training programmes	<ul style="list-style-type: none"> <li>• Obtain course accreditation and maintain relevant data and processes to support re-accreditation processes.</li> <li>• Ensure student contracting and policies are maintained as current and appropriate.</li> <li>• Oversee programme administration for Psychoanalytic, Psychodynamic, Psychosexual postgraduate clinical trainings and short courses.</li> <li>• Oversee the delivery of CPD trainings and events.</li> </ul>
External Training programmes	<ul style="list-style-type: none"> <li>• Support contract negotiation and oversee contract administration processes.</li> <li>• Obtain course accreditation and maintain relevant data and processes to support re-accreditation processes.</li> <li>• Oversee course, event and programme delivery.</li> <li>• Ensure data collection and analysis capability for client reporting.</li> </ul>
Training resources	<ul style="list-style-type: none"> <li>• Oversee management of the library resources – physical and online – of the TR Library and Learning Hub in conjunction with the Senior Office Facilities Manger.</li> <li>• Ensure reading material provided for all courses meet the Copyright Licencing Agency Higher Education Licence (CLA).</li> <li>• Liaise with Tavistock and Portman Library on TR’s Corporate Membership and ensure relevant students and staff have accessible library accounts.</li> <li>• Update and maintain the central resource for publication references, using the Endnote software.</li> <li>• In conjunction with IT manager, maintain support contract with Moodle platform provider.</li> </ul>
Financial responsibility	<ul style="list-style-type: none"> <li>• Maintain pay rate schedules for training programmes &amp; courses in conjunction with the finance team.</li> <li>• Review and approve claim forms in line with delegated authority.</li> <li>• Review the Aged Debtors’ report in conjunction with the finance team and take action in respect of unpaid amounts as required.</li> <li>• Provide credit card details for purchase requests and log usage.</li> <li>• Reconcile credit statements and provide authorised paperwork and evidence of purchase.</li> </ul>
IT systems and new	<ul style="list-style-type: none"> <li>• Proactively ensure all systems are functioning and fit for purpose to support</li> </ul>

technologies	<p>course and event administration, student and delegate feedback, data analysis, reporting, and delivery of seminars and workshops.</p> <ul style="list-style-type: none"> <li>• Salesforce: responsible for implementation and oversight of training processes, problem resolution; testing and liaising with developers.</li> <li>• Zoom: maintain appropriate zoom licencing in conjunction with the ICT Manager, answer queries; produce guides for training; advise on logistical requirements for events, seminars etc.</li> <li>• SharePoint: be involved in the use of the system, and the site development for the Training Services.</li> <li>• Form Assembly: create course evaluation forms, online exams, and membership renewal forms.</li> <li>• Liaise with support services regarding AV requirements for seminars and events, both online, hybrid and in person.</li> </ul>
Other duties	<ul style="list-style-type: none"> <li>• Any other duties that may be deemed appropriate and commensurate with this role.</li> </ul>
Corporate responsibility	<ul style="list-style-type: none"> <li>• Maintain a social media profile and presence that is aligned to the TR profile as a credible and professional organisation.</li> <li>• Proactive participation in organisational internal communication activity.</li> <li>• Periodic reporting to support communication to the wider organisation including SMT and board committees.</li> <li>• Manage all personal data and information in accordance with the provisions of the TR data protection handbook.</li> <li>• Act in accordance with the provisions of the TR Health &amp; Safety policy, always ensuring safety of colleagues and students by undertaking risk assessments relevant to the training activity when required and implementing appropriate mitigations with support of the shared services team.</li> <li>• Act in accordance with the provisions of the TR delegated authority matrix.</li> </ul>

### Candidate specification

- Experience in managing teams in a demanding environment, ideally in a clinical or educational/training setting
- Educated to degree level
- Excellent administrative and organisational skills, and the ability to plan ahead
- Project management skills and experience
- Ability to manage time well and prioritise competing demands
- Proficient in using Microsoft Office software, particularly Word, Outlook and Excel, and confidence in using other IT applications
- Experienced utilising CRM systems and collaborative working platforms (MS Teams, Sharepoint)
- Confident using technological/AV equipment
- Good interpersonal skills and ability to work with a wide range of people
- Self-motivated, ability to work under pressure and be highly responsive

- Excellent verbal and written communication skills and an ability to represent the organisation well
- Proactive, able to work well both under own direction and as a member of a team
- Experience in a customer facing role
- Knowledge of working with databases and virtual learning environments, such as Moodle