



Job Description

Title: Training Manager

Summary of Role

The Training Manager is responsible for the development and management of training within the organisation. Making sure adherence to relevant accreditation and QA system requirements of certification bodies and to assist with the management of internal training compliance procedures and processes with both internal and external stakeholders.

Detailed requirements include:

- Train, coach and manage new and existing employees in administrative roles and support new workflows/procedure and course development.
- Manage the administration and document control of the training process and associated documents/procedures in a structured and process driven manner.
- Manage the training course assessment process (tutor/learner) and the associate submission to the certification bodies.
- Ensure all training materials and process are up to date, validated against current legislation where appropriate, and incorporate best practice for training delivery and learner outcomes.
- Work as part of the management team to determine new ways of working, deliver efficiencies, identify gaps, design and deliver training to provide required knowledge.
- The training manager will partner closely with all areas of the business to understand training needs. Design new programme content and update existing programmes in line with the requirement of the quality management system. Training needs encompass theory, system processing, system enhancements, and new / updated processes
- Manage the relationship with the existing tutor/trainer base and develop new relationships within the industry.
- Work closely with the quality manager in Committee preparation for ISO 9001 audit and industry certification process including QQI, PHECC and IOSH.
- Play an active part in the ISO management review board and QQI Academic Council meeting and other committee work as it arises.
- Develop monthly reports on training performance and KPI's.
- Assist in the development and maintenance of a risk register.

Skills Required

- Ability to use standard Microsoft Software including Word, PowerPoint and Excel to a daily user level.
- Experience of handling administrative work of a considerable variety and volume and prioritising successfully under pressure.
- Excellent communication and presentation skills.
- Highly developed organisational and administrative skills, with the ability to work to deadlines while maintaining attention to detail.
- High level of confidence and interpersonal skills for dealing with colleagues, clients and Instructors, both face-to-face and on the telephone.
- Ability to form excellent working relationships at all levels and to work as part of a small team.
- Willingness to contribute to wider activity when required.

Experience and Qualifications

- Extensive administrative experience
- Experience in an academic or higher-level training function highly desirable
- Experience and/or understanding of working with training accredited bodies such as QQI, IOSH and PHECC.
- Knowledge of Health and Safety or previous training company experience would be advantageous

Personal Qualities:

- Time Management
- Attention to Detail
- Multi-tasking
- Ability to Work under pressure
- Ability to work on own initiative
- Team player
- Excellent communication skills
- Positive disposition
- Customer Focused

This role is three days in the office (Swords, Co. Dublin) and two days from home. However, you may be required to work a fourth or fifth day in the office weekly depending on operational requirements from time to time.

If you're interested in joining the team, send your CV to info@theclinstitute.ie with your details or fill out the form and upload your CV [at this link](#).