

Role Introduction: County Training Manager (Managers, Supporters and Trustees)

Date: 1 July 2019

Outline: This is a voluntary role part of a team of four County Training Managers and an Administrator to deliver an effective learning and development offering in Norfolk that provides adults with the key skills needed to be a successful, safe and confident Scout volunteers.

The focus of the County Training Manager (Managers, Supporters and Trustees) is to ensure that every Manager and Supporter has access to and obtains the learning they need to complete the Wood Badge within 3 years to enable them to provide direction to the organisation. In addition Trustees and Sub Committee members are given the skills to support the provision of Skills for Life.

The County Training Manager (Managers, Supporters and Trustees) will be responsible for the delivery of all modules in the following sections of the Scouts Module Matrix:

- Managers and Supporters

You will share responsibility for the delivery of modules in these sections:

- Training for All Appointments
- Supplementary Modules

This introduction is designed to help you understand that the role is in detail

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The Scout's Module Matrix provides support reading for this introduction and is available here:

https://members.scouts.org.uk/documents/Adult_Training/MM%20WEB.pdf

Detailed information about the scheme can be found here:

<https://members.scouts.org.uk/supportresources/search/?cat=23>

Snapshot of the role

What you will be doing:



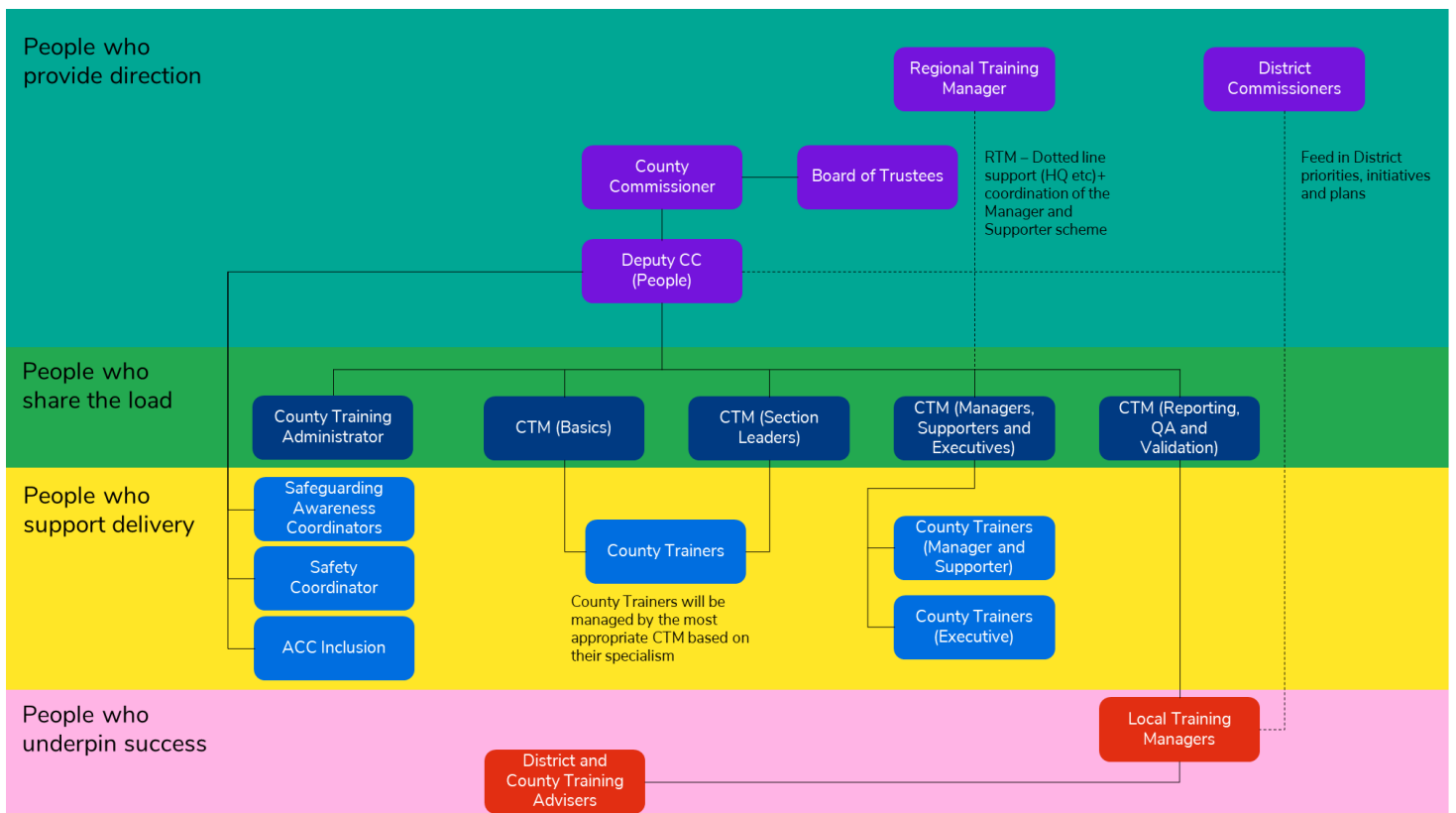
How you will know you are successful when:

- It will be unusual for a volunteer to be in role for more than 3 years without achieving the Wood Badge.
- Regular well attended, face-to-face courses are delivered across the region supported by all Counties.
- Small group learning will be popular as an alternative to a course.
- Levels of volunteers without a wood badge will have reduced and be maintained within tolerances agreed by the District Commissioners.
- Learners will value the experience and advocate it to others.
- A healthy programme of Trustee learning is in place.
- You will be busy but enjoying the role.

Responsible to: Deputy County Commissioner (People) (DCC)

Responsible for: County Trainers (Manager and Supporter), County Trainers (Executives),

The County Training Model (Centred on the County Training Managers)



Main tasks (Common to and shared with all County Training Managers)

- Be an ambassador for Scout Adult Training Scheme to promote it's value to the organisation and to the learners.
- Deliver your part of the Norfolk Scouts' vision to support delivery of a quality programme which is underpinned by three action areas:
 - Transform Adult Recruitment
 - High quality Adult Training provision
 - New Adult Volunteers have a fabulous welcome to Norfolk Scouts
- Work with the County Commissioner, DCC People and District Commissioners, to determine, review, and maintain the appropriate vision and structure for management and support of learning opportunities within the County.
- Plan and ensure the delivery of a high quality learning provision in the County so that all adults in Scouting completing a Personal Learning Plan have access to the suitable learning opportunities using a variety of methods.
- Co-ordinate an assigned group of County Trainers to deliver planned modules.
- Support the County Commissioner's ambition that every module is delivered twice a year, at multiple accessible venues.
- Ensure that all those involved in the management, delivery and administration of training have effective line management either directly by the County Training Manager or by others (including recruitment, induction, support and appointment reviews).
- Ensure that people involved in the learning provision are suitably qualified and effective.
- Ensure that administration relevant to learning / training is completed efficiently and effectively.
- Ensure that the recommendation of Wood Badges is carried out in a timely and efficient manner.
- Work with other County Training Managers in the Region to share ideas and support the development of the training provision in the County.
- Any other specific tasks agreed with the County Commissioner or DCC People.

Specific Tasks to the role of County Training Manager (Section Leaders)

- Coordinate and promote the delivery of all modules in the Manager and Supporters section of the Module Matrix based on demand either as courses or small group sessions in consultation with the Regional Training Manager.
- Work with the Regional Training Manager and other Counties to ensure that requirement for mixed County training teams are met.
- Promote understanding of the blended learning approach of the Adult Training Scheme.
- Coordinate and promote the delivery of the following from the Module Matrix based on demand either as courses or small group sessions:
 - Module 25 – Assessing Learning (in Partnership with County Training Manager (Reporting, QA and Validation)
 - Module 37 – Advising on Adult Appointments
 - Module 39 – Mentoring and Coaching
- Coordinate and promote the delivery of Executive Training on demand either as courses or small group sessions.
- Ensure a mix of evening and weekend training.
- Recruit, develop and manage number of County Trainers (Manager and Supporters) and County Trainers (Executives) with the skills and flare to deliver the training within your responsibility in a welcoming, friendly and exciting way.
- Ensure that County Trainers (Manager and Supporters) and County Trainers (Executives) complete the mandatory training for their role and complete the minimum annual requirement to maintain competent.
- Ensure that all training delivery within your area of responsibility is added to the central County calendar and promoted via County updates.
- Take steps to keep content fresh and evolve training sessions based on feedback.
- Use reporting to understand where Wood Badges are not being achieved within 3 years and take steps to resolve.
- Work with the County Operations Team and Board of Trustees to organise and promote Trustee training events (TRUST) if demand requires.
- Provide support with queries regarding the training in your area of responsibility.

Personal specification

As a County Training Manager you will be a warm, supporting and approachable subject matter expert primarily about the adult training scheme. You may be new to Scouting and your expertise should focus on learning delivery which is a transferable skill.

As Scouts we are guided by our values: Integrity, Respect, Care, Belief and Cooperation. You need to accept and demonstrate these values in the delivery of your role.

You will be able to challenge poor performance or feedback on behaviours that do not portray our values or develop Scouting in a constructive way and will be able to 'get stuck in' and lead with role model behaviours.

Knowledge and experience

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| Ability to manage adults effectively | Essential |
| Understanding of the learning process specifically as it applies in a voluntary context | Essential |
| Understanding of the challenges of working in the voluntary sector | Desirable |
| Experience of working with young people and/or community work with adult groups | Desirable |
| Experience of working in a voluntary youth organisation as an adult | Desirable |

Skills

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| Ability to use Microsoft Office particularly Excel and PowerPoint and learn how to maintain our in house database 'Compass' | Essential |
| Excellent written and oral communication skills | Essential |
| Provide advice and guidance effectively to others | Essential |
| Provide inspirational leadership for the training team | Essential |
| Provide strategic direction for the training team | Essential |
| Motivate adults volunteering in the training team | Essential |
| Build, maintain and facilitate effective working relationships with a wide range of people | Essential |
| Enable others to identify issues, clarify objectives, develop attainable objectives and gain the necessary skills and confidence to work as an effective team | Essential |
| Ability to negotiate compromises | Essential |
| Plan, manage and monitor own tasks and time | Essential |

Personal qualities

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| An understanding of the needs of adult volunteers | Essential |
| Flexible approach | Essential |
| Self-motivated | Essential |
| Able to work as part of a team and promote good teamwork | Essential |
| Resourceful, energetic and enthusiastic about the job | Essential |
| Acceptance of the fundamentals of the Scout Movement | Essential |
| Commitment to the principles of The Scout Association's Adult Training Scheme | Essential |

Main contacts

DCC People, County Training Manager Team, County Commissioner, County Core Team, District Commissioners, Local Training Managers, County Training Administrator, Regional Training Manager, the Adult Support office at Gilwell Park, Specialist Adviser (Adult Training), other County Training Managers in the Region, Safety Adviser, Safeguarding Awareness Co-ordinator, Assistant County Commissioner (ACC) Young Leaders and County Youth Commissioner(s)

Time and resources commitment

A County Training Manager is a substantial role supporting volunteers across Norfolk while there will be need to travel many parts of the role can be completed remotely.

It is hard to determine an average weekly time commitment as some periods will be busier than others. You will be able to manage your own diary and volunteer flexibly.

You will have the services of the County Office to support you and reasonable permitted expenses will be met in line with our Expense policy.

You will occasionally need to travel to other Counties in the region for meetings or to deliver training. Norfolk will cover your expenses for these activities.

Appointment requirements

You must successfully complete the appointment process (including acceptable personal enquiries and acceptance of The Scout Association's policies).

During the five months of provisional appointment the relevant Getting Started modules must be completed.

A Wood Badge including the role specific modules 33 and 34 must be completed within three years of full appointment, and ongoing safeguarding and safety training

Return of your investment

According to research, the majority of volunteers asked reported having improved life satisfaction (70%) and self-esteem (66%) since beginning volunteer work, as well as having reduced feelings of loneliness (42%) and stress (33%).

Nearly two thirds (65%) also said that since beginning volunteer work they have developed useful employability skills; with 59% saying they feel more confident and 54% feeling more motivated in their jobs.

We advocate sharing examples of your volunteering success with employers and places of education, we also welcome your innovations to try new ideas of initiatives with us.

The Scout's Training Scheme is recognised by the Institute of Leadership and Management and can be used to provide eligibility to join at Associate or full member level. As a member you are entitled to use the post-nominal letters AMInstLM or MInstLM.