

**Role Introduction:** County Training Manager (Reporting, Quality Assurance(QA) and Validation)

**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 (Reporting, QA and Validation) is to ensure that decisions made in Norfolk regarding to the provision and completion of training is based on facts and considered fairly and consistently. They will use reporting and analytical skills to direct and support Local Training Managers to achieve their role.

The County Training Manager (Reporting, QA and Validation) will share responsibility for the delivery of modules in the following section of the Scouts Module Matrix:

- 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:

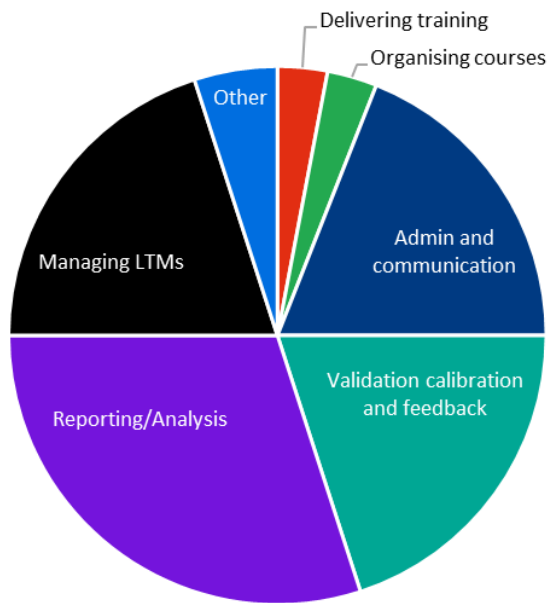
[https://members.scouts.org.uk/documents/Adult\\_Training/MM%20WEB.pdf](https://members.scouts.org.uk/documents/Adult_Training/MM%20WEB.pdf)

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:



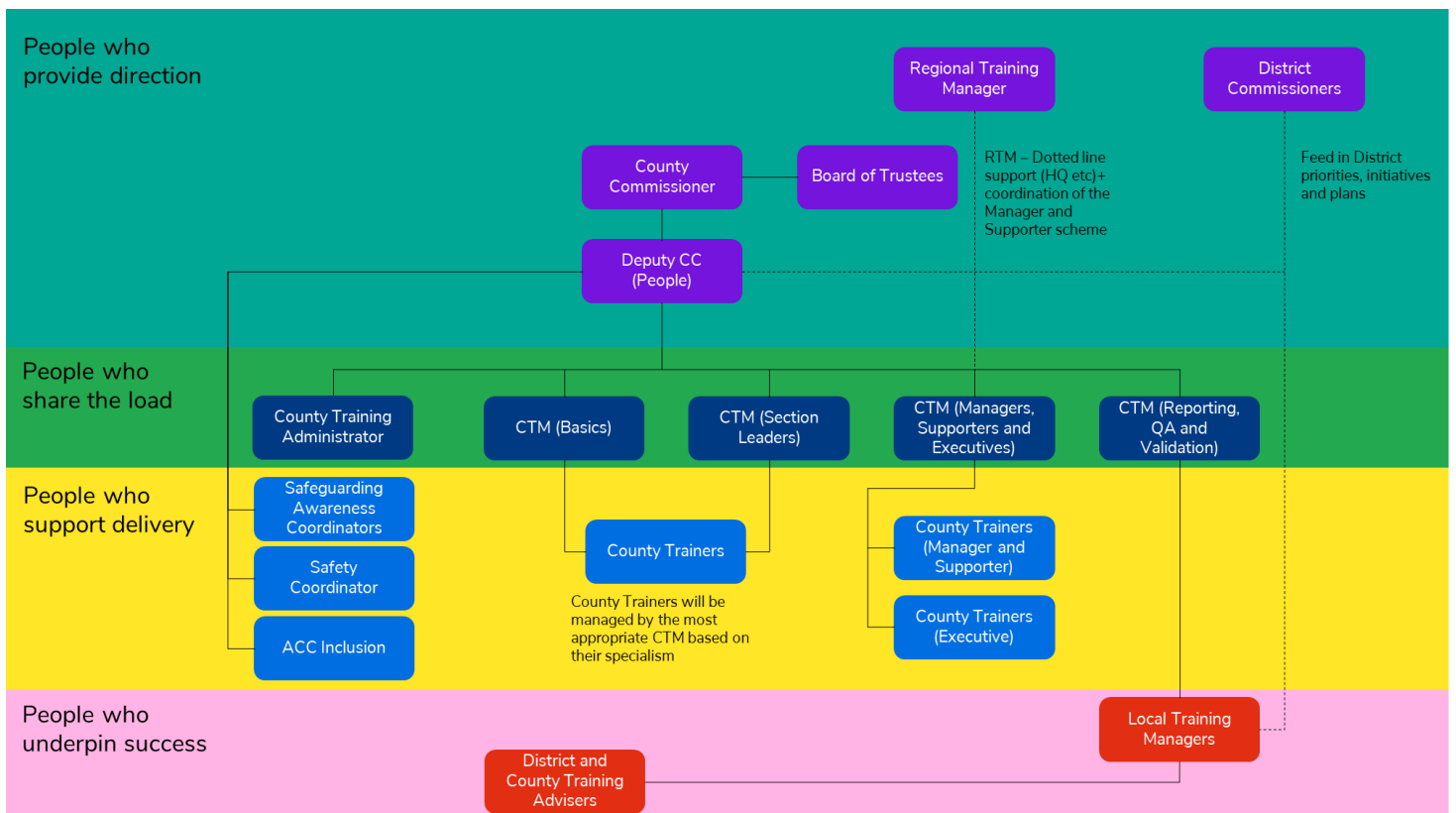
How you will know you are successful when:

- Local Training Managers are supported to guide Training Advisers.
- Levels of unvalidated modules are minimal
- District Commissioners have quality refreshed data of the training need in their District
- Regular dip testing of validation is taking place to demonstrate fair and consistent approaches to validation
- Regular Local Training Manager meetings taking place with healthy challenge on validation criteria
- Feedback and advice provided to Training Advisers about what 'good looks like'
- You will be busy but enjoying the role.

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

**Responsible for:** Local Training Managers

## 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.
- 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 (Reporting, QA and Validation)**

- 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
  - Module 28,29,30,31,32,33 and 34 – Training provision modules
- Recruit, develop and manage a team of Local Training Managers to support training within our nine Districts.
- Use the Compliance Assistant and Training Assistant tools in conjunction to produce accurate reporting of the state of play with adult training. Sharing reports with Local Training Managers and District Commissioners.
- Use reports to help focus Local Training Managers to target key individuals and quick wins.
- Provide reports to other County Training Managers to assist with the planning of training provision.
- Use reporting to highlight poor data quality and lead correction activities.
- Design and introduce a dip test sampling scheme to ensure consistency with validation.
- Provide feedback and good practice examples to help Training Advisers see what good is like and ensure they are not being over onerous.
- Ensure that all training delivery within your area of responsibility is added to the central County calendar and promoted via County updates.
- 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

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

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

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.

## **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.