

Job Description	
JOB TITLE	Head of Training & Accreditation
REPORTS TO	Membership & Commercial Director
RESPONSIBLE FOR	<ul style="list-style-type: none"> • A team comprising of 4 staff members • Identifying, contracting with, and monitoring a group of external trainers.
LOCATION	Working from home with ability to travel to Sale, Manchester on a weekly basis
MAIN PURPOSE AND SCOPE OF JOB	<ul style="list-style-type: none"> • As a member of the Management Team, work collaboratively to ensure the delivery of NRLA vision, values and strategic objectives. • Ensure the financial success of NRLA through leadership of a profitable training business. • To engage with a high percentage of NRLA's membership and provide an access point to attract non-members. • Provide advice to the Executive Team and policy board on NRLA Training activity.
DUTIES AND KEY RESPONSIBILITIES	
Delivery and Impact	<ul style="list-style-type: none"> • Work with the Membership & Commercial Director to establish the short, medium, and long-term strategy for Directorate and team activities. • Identifying training requirements of landlords. • Championing relevant qualifications for those in the PRS, • Transform strategy into deliverable plans. Ensure delivery of Training strategies within agreed financial parameters and targets. • Design and delivery of all commercial training activity. • Focus on digitisation of training with a focus on eLearning and eClassroom. • Develop and enhance e-learning and associated qualifications. • Oversee all aspects of accreditation. • Support the NRLA Brand evolution.
Leadership	<ul style="list-style-type: none"> • Provide strong leadership and support to managers and staff – role modelling a customer-centric approach which inspires and motivates.

	<ul style="list-style-type: none"> • Adopt a style of leadership that supports excellence and organisational success, creating a culture of continuous improvement and innovation. • Lead on Change Management and post-integration activity across the team. • Manage an in-house team across London & Sale offices and external trainers.
Governance and Control	<ul style="list-style-type: none"> • Ensure effective budgetary control mechanisms are in place to monitor spending and value for money. • Be proactive in providing the Board and the Executive Team with the necessary information to maintain effective oversight of Training, Events & Accreditation plans as required. • Ensure team compliance with key policy and procedure in areas such as health and safety; equalities and diversity; data protection; code of conduct and all other statutory requirements, which are routinely checked for compliance.
Performance Management	<ul style="list-style-type: none"> • Provide support and development to team members, to ensure that they are appropriately structured and resourced to deliver the corporate aims. • Develop a strong performance culture and commitment to customer satisfaction. Monitor performance and ensure the delivery of high quality and innovative services.
External Relationships	<ul style="list-style-type: none"> • Maintain and develop effective professional networks that will add value to NRLA's work and ensure that it is viewed as an influential and reliable partner. • Work with external business partners and advisors in delivering objectives.

No leadership role profile can be entirely comprehensive, the post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required by the Board.

Person Specification	Criteria
Qualifications	<ul style="list-style-type: none"> • Degree level qualification or specialist training qualification.
Skills & Abilities	<ul style="list-style-type: none"> • Organisation – able to plan and deliver hundreds of courses in a year. • Innovative approach – strong on ideas and able to turn them into real activities. • Strong analytical skills – able to grasp complex issues and understand the problem from all perspectives - internal and external. • Able to perceive the demands of NRLA members. • Vision – can see what the ideal would be and take tangible steps to deliver it. • Strong communication and interpersonal skills, with the skills to influence a range of stakeholders. • External focus, with the proven ability to build networks, and work in partnership with relevant bodies and organisations. • Flexible approach, with the ability to respond quickly to events. • Attention to detail • Proven ability to handle sensitive issues in a professional manner, confidentially and to deadlines.
Experience	<ul style="list-style-type: none"> • In depth training and development experience in a multi-site organisation. • Track record of generating profitable growth through commercial training activities. • Experience within a quality subscription or membership environment would be an advantage. • Experience of leading a staff team. • Experienced in the setting and monitoring of agreed objectives and performance management. • Experience of working collaboratively with a range of stakeholders and partners. • Proven track record of delivering customer-focussed service through others.
Knowledge	<ul style="list-style-type: none"> • IT literate: Office, Excel, email, PowerPoint. • Experience of eLearning platforms, ideally Moodle/Totara • An understanding of eLearning authoring tools such as H5P, Storyline, Reply etc • knowledge of eClassroom delivery methods and platforms, ideally MS Teams • An understanding of software analysis and CRM development
Personal Attributes and other requirements	<ul style="list-style-type: none"> • Demonstrable team player who can evidence a sophisticated collaborative approach to working with internal and external stakeholders.

Job Holder Signature:	Date:
Manager Signature:	Date: