

Job Title	Training Services Manager
Department	Sustainable Skills
Reports to	Skills Manager
Grade	Grade 5
Purpose & Overview	The Training Services Manager is responsible for the effective management of all training facilities and the lifecycle of associated commercial contracts for the provision of training services. Primary Responsibilities: 1. Commercial Contract Management 2. Training Facilities/Centres & all associated Accreditations 3. Future of Energy 4. Budget Management
Key Accountabilities	Commercial Contract Management: - Lead contact for the provision of training services, valued up to £2 million. - Subject Matter Expert for the procurement negotiation, and management of commercial contracts relating to the provision of training services, with appropriate due diligence and onboarding. - Ensure service level agreements (SLAs), performance monitoring and routes for colleague feedback are in place, measurable and effective. - Track contract renewals, extensions and terminations in line with organisational needs. - Deliver value through contract management engaging with relevant training providers to fulfil the training needs of our business, across our network. - Key point of contact with more than 70 external providers and client-relationship management. - Conduct site-specific risk assessments of third-party training providers and venues to ensure they meet the organisations health, safety and welfare standards prior to staff attendance. Training Centre Management: - Oversee the day-to-day operations and maintenance of all training premises, ensuring sites are safe, functional and compliant. - Develop and implement strategic initiatives that enhance operational efficiency, address emerging energy challenges, and elevate the learner experience - Support the design, build and development of training facilities to offer inclusive learning environments that

	support a variety of learning approaches and centre accreditations. - Work closely with HSE, Workshops and Facilities to ensure operational continuity of sites and compliance with health, safety and environmental standards. - Lead for awarding body and accreditation processes, to achieve and maintain standards and academy status. - Develop and maintain robust documentation and procedures to support internal quality assurance, assessment delivery, and learner certification. - Collaborate with internal T&D teams and subject matter experts to ensure that curriculum, assessments, and resources align with accredited qualification and industry standards. - Primary point of contact for facility audits, inspections and investigations, when required. - Responsible for training equipment, plant and materials for the facilitation of training. - Positively promote the internal and external capabilities of the team and facilities through business development opportunities, industry networking, quality training and effective customer-relationship management. - Responsible for the physical experience for learners attending internal and external training facilities. - Responsible for Sustainable Skills brand, and oversight of all physical training resources, equipment and training facilities. Future of energy: - Support with the development of the future of skills strategy for WWU. - Support the business with training and development for new products, techniques, training facilities and updates, as required. - Lead the transition for training facilities and products for natural gas transition and net zero ambitions.
Technical Know-How & Skills	• Knowledge of supplier performance management, SLAs, and contract lifecycle processes. • Understanding of property/facility compliance, health, safety and environmental in a training setting. • Experience in applying for and maintaining training centre approval with awarding organisations (e.g., City & Guilds, EUS, NPORS, or other industry specific bodies). • Experience in leading or supporting the development of training facilities. • Excellent stakeholder management skills across L&D, operational and commercial functions. • Ability to build effective working relationships with awarding organisations, regulators and training partners. • Appreciation of learning styles and methodologies.

	• Strong communicator. • Proactive and solutions orientated. • Organised, with good attention to detail. • Comfortable working independently and as part of a cross-functional team.
Qualifications	• Full UK Driving License. • Experience in a training or education environment, developing training facilities OR experience of contract negotiation, supplier management and contract lifecycle process. • Experience working across multiple sites. • Excellent stakeholder management skills. • Proficient in MS Office (including word, outlook and excel) and power BI. The following is desirable: • Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice. • Contract Management = CIPS Level 4 or ILM Level 5 in Contract Management (or equivalent) OR Facilities Management = IWFM Level 4 or NEBOSH Level 3 (or equivalent).