

Job Title: Training Manager

Reporting to – Operations Co-ordinator

This is a permanent full time role, home based with regular UK wide travel

Salary - £29,000 - £32,000 dependant on experience

Closing Date – midnight 6th July 2025

The Role

This is a key role at NFF designing, delivering and reviewing our Training Programs and ensuring continuous improvement for our staff. This role will also develop an external training program for delivery to our partners and clients

Responsibilities

- **Design & Implement Staff Training Programs:** Develop training modules for staff in areas such as health and safety, safety protocols, customer service, and leadership development.
- **Training Delivery:** Facilitate engaging, effective, and interactive training sessions for various teams, using a mix of in-person and digital delivery methods.
- **Training Needs Analysis:** Collaborate with Leadership Teams to identify specific training needs, evaluate employee skill gaps, and create tailored training solutions to address them.
- **Performance Measurement:** Develop metrics and evaluation tools to measure the effectiveness of training programs, reporting findings to management and adjusting programs as needed.
- **Resource Development:** Create and update training materials, guides, and documentation to ensure consistency and high quality in content delivery.
- **New Starter Journey:** Review, design and deliver new starter training programmes to ensure Project Officers have the best possible start at NFF, incorporating culture, leadership and knowledge
- **External Training Development:** Design and deliver specialist training to our partners and clients, ensuring adherence to industry safety standards and practices
- **Continuous Improvement:** stay up to date with industry best practice, new technologies and new flood-related practices to be incorporated into training materials

Day-to-Day Activities

- You will line manage an Administrative Co-ordinator who has partial responsibilities for Training delivery and support them with their workstreams and development
- Liaise and develop relationships with stakeholders to identify training needs and develop training processes to support them
- Support Senior Management Team to build income streams and develop new activity, working to support and deliver NFF strategy
- Providing information and case studies for communications and advocacy work
- You will be acting as the main contact for training, both internally and externally

Skills & Knowledge

- **Communication:** Excellent written and verbal communication skills.
- **Listening:** Outstanding listening skills to understand community needs.
- **Stakeholder Management:** Expertise in partnership working and managing stakeholders.
- **Empathy:** Ability to empathise with flooded individuals and communities.
- **Organisation:** Highly organised, flexible, and capable of senior leadership.
- **Team Management:** Experience in managing teams and projects.
- **Collaboration:** Team player with a solution-focused mindset.
- **Experience:** Project delivery and support

How This Role Contributes to Our Strategy

- **Community Support:** Empowering and supporting communities through training our teams and partners
- **Partnerships:** Developing strong relationships with partner organisations.
- **Income Generation:** Supporting income streams via training opportunities
- **Collaboration:** Fostering a collaborative approach within the organisation.

To apply for this role -

- Please send a CV (maximum 2 sides)
 - A supporting statement (maximum 2 sides) demonstrating how you meet the requirements.
 - Please complete the equal opportunities form via this link <https://forms.gle/azbqv3yT54JwcsW59>
- Send to Jean Timmins, - jean.timmins@floodforum.org.uk