



Job Description

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| Job title: | Community Training Programme Manager |
| Reports to: | Director of Engagement and Income (initially) |
| Responsible for: | Community CPR Trainer x1 Community Training Administrator x1 Community CPR Volunteers Outsourced Training provider |

1. Main purpose of job

To manage and develop community training programmes to improve outcomes for patients in cardiac arrest across East Anglia and save more lives.

To be responsible for the development and delivery of EAAA's flagship Community CPR and Defibrillator Training programme to schools, community groups and organisations across East Anglia – through an in house, outsourced and volunteer trainer delivered model.

Working collaboratively with the wider charity team and other regional agencies, and organisations to identify need and develop new, innovative and lifesaving community training programmes which could include bleed control or mental health/intentional self-harm prevention.

2. Main duties/responsibilities

- Own and deliver the overall Community Training Programme strategy, KPIs and objectives, specifically the Community CPR and Defibrillator Training programme, ensuring integration with the wider organisational strategic plans.
- To ensure consistent management of the Community Training Programme team, leading and motivating a team of diverse and talented individuals to deliver their non-financial objectives and KPI's to ensure an outstanding experience for all those engaging with the charity – putting the supporter at the heart of all that we do.
- Lead on improving, developing, and delivering the established Community CPR and Defibrillator Training program at EAAA, to new and existing audiences (schools, community groups, clubs and societies and corporates) to increase the number of individuals trained in Basic Life Support (CPR and Defibrillator use) across the region.
- Working closely with the wider charity team (including Clinical, Operational, Volunteering and Engagement and Income teams) to identify new, innovative and lifesaving community training programmes which could include bleed control or mental health/intentional self-harm prevention. Independently or in partnership/collaboration with other organisations, design, test, resource and deliver these programmes to new and existing audiences/targeted groups.
- Be responsible for the overall creation and management of the team's expenditure budget,

ensure targets are met, control costs and take proactive action to reduce financial deficits and support funding opportunities to ensure the training activity is financially sustainable.

- Be accountable for creating and updating key policies and procedures relevant to the team and its activity. Ensure all training activity adheres to all relevant legislation, Represent the charity at any relevant regulatory meetings carrying out any internal audits and compliance meetings as required.
- Take overall responsibility for managing contracts, relationships and tender/selection processes with all third-party or partner training organisations and companies that deliver training services for us, ensuring they are representing the values of EAAA at all times.
- Take the lead on managing the marketing, attendee experience and supporter journeys for all attendees engaged in the training programme. Build effective supporter journeys (acquisition, retention/refresher courses), identifying new audiences/training products (test and learn) and new marketing recruitment channels to promote activity. Work closely with existing audience owners and ensure these plans integrate into the combined marketing plan for EAAA.
- Be responsible for ensuring the effective use of EAAA's D365 CRM system to manage supporter records, training bookings and stewardship. Working with the internal CRM team to ensure supporter/attendee records are accurate, up to date and compliant and the booking system is fit for purpose.
- Proactively take action and update the Director of Engagement and Income, Executive Team and wider organisation on any regulatory changes or impacts. Updating, mitigating and monitoring risk associated with your area of activity on the Risk Register.

3. General duties/responsibilities

- From time to time, the post holder may be required to work at any of the Charity's sites in line with organisational needs.
- All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.
- Staff will actively promote the Charity's commitment to equality and diversity by treating everyone with dignity and respect.
- All employees should take a proactive approach to personal development in order to ensure that skillsets are aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.
- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Staff should uphold and demonstrate the Charity's values (respectfulness, accountability, integrity, support and evolution).
- All staff should be aware of their responsibilities to protect the reputation of the charity e.g.

social media and behaviour.

- Reporting incidents via the Datix system as part of an open and fair culture.
- Staff should be willing to undertake any activity as deemed appropriate by the charity that is in line with skills, experience and knowledge.

4. Person specification

| Education and qualifications | |
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| Essential | Desirable |
| A levels or equivalent level of education | Degree qualification. |
| Possess the required qualifications to deliver First Aid Training courses | Internal Quality Assurance (IQA) qualification |
| Teaching Qualification at level 3 or above e.g. Certificate in Learning and Development (CiLD), Certificate in Teaching in the Lifelong Learning Sector (CTLLS). | Qualified to deliver resilience, Mental Health First Aid, wellbeing or other workshops or programmes. |
| Experience | |
| Essential | Desirable |
| Experienced in delivering first training courses | Project management |
| Background/operational experience in first aid | |
| Experienced managing/developing programmes in a health sector setting | |
| Experience of budget planning and management | |
| Team management in a charity or healthcare setting | |
| Knowledge and skills | |
| Essential | Desirable |
| Excellent relationship management skills | |
| Decisive and considered decision maker | |
| Ability to negotiate | |
| Discrete and considerate of others | |
| Excellent IT skills | |

| Personal qualities | |
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| Essential | Desirable |
| Ability to be engaging and professional in a training context | |
| Able to communicate and influence at all levels of the organisation | |
| Strong organisational skills and a collaborative approach | |
| Full, manual, driving licence and access to a vehicle | |