

# TRAINING OFFICER

## JOB DESCRIPTION

<b>Job title</b>	<b>Training Officer</b>
<b>Department</b>	<b>Propertymark Academy</b>
<b>Office location</b>	<b>Arbon House, 6 Tournament Court, Warwick, CV34 6LG</b>
<b>Responsible for</b>	<b>Development and maintenance of training</b>
<b>Salary</b>	<b>£28K</b>
<b>Reporting to</b>	<b>Academy Manager</b>

## JOB PURPOSE

The primary focus of the role is to work with subject matter experts and trainers to develop training materials that support a range of courses delivered at foundation, intermediate and advanced levels.

The courses developed support and attract student members, professional members and their colleagues to develop their professional competency levels supporting both regulated qualifications and ongoing knowledge and skills development for CPD purposes.

Courses developed embrace a range of delivery methodologies including a combination of traditional classroom settings, e-learning modules, and other innovative methods to cater to a diverse audience ensuring the very best quality in both content and delivery.

### Main Duties and Responsibilities:

- Management of Training development team:
  - Ensuring organisation strategy is clearly understood by development team.
  - Setting targets and monitoring performance in the development team.
- Training Programmes:
  - Work with subject matter experts to develop and deliver training solutions that meet the needs of members, student and the property industry students.
  - Support the evaluation of training effectiveness including feedback loops with learners, subject matter experts, and other stakeholders to continually enhance the quality of training programs.
  - Work with regulatory and awarding bodies to accredit training programmes
- Work with subject matter experts to develop course materials
  - Ensure trainers and subject matter experts have current and relevant knowledge and skills.
  - Manage the development of training materials following a quality assurance process to ensure courses are current, fit for purpose and meet the needs of industry with a commitment to staying abreast of industry trends, incorporating learner feedback, and regularly updating training content.
  - Annually, or as required following changes to industry practices or processes, review the training materials with subject matter experts to ensure the training materials reflect current practices, processes, legislation and are fit for purpose.
  - Proofread and edit to support branding requirements of materials
  - Ensure that materials are accessible to diverse range of learners and address different learning styles.
  - Apply modern instructional design principles to create engaging and effective learning experiences. Examples include multimedia, interactive elements, or gamification.
- Support relationships with industry supplier and update Webinars
  - Link with Events and commercial team, industry suppliers and internal staff members to coordinate and deliver webinars ensuring that effect planning is maintained to support wider course offerings.
  - Gather intelligence and feedback from these events to support new course delivery opportunities.
- Learning Management System:
  - Take responsibility for developing & maintaining a Learning Management System (LMS) which is easy to use and enhances the experience of the student/learner.

- Manage the develop of new materials and explore new ways to deliver learning.
- Support the loading and creation of course pages that embrace a range of Assessment for learning with and interactive materials.
- Support Budget Management:
  - Process any invoices and purchase orders in line with predefined budgets.
- Attend conferences to promote the availability of CPD training activities and student learner programmes leading to qualification and professional body membership where required.
- Oversee the operational needs of corporate partners, acting as satellite training centres, ensuring their compliance with Awarding Organisation requirements.
- Any other duties in line with the level of responsibility, dependent upon business priorities.

### **Key working relationships:**

- Academy Team
- Propertymark Qualifications Awarding Body
- Members, learners
- Subject matter experts and trainers
- Marketing teams
- Policy teams
- External clients

### **Job Requirement / Skills**

- Proven track record of training program development & management across a range of methodologies.
- Comfortable with technology including and managing a Learning Management System and virtual learning environment platforms.
- Confident in creating and maintaining effective working relationships across internal and external stakeholders.
- Exceptional organisation, planning and time management skills.
- Strong presentation, communication and collaboration skills.
- Demonstration of continuous learning to stay abreast of industry trends in education and training.
- Ability to provide feedback on performance.
- Capacity to manage multiple courses.
- A driver of change processes with a growth mindset.
- Accuracy and an eye for detail

### **Education / Experience:**

- Experience of working for a training provider with understanding and demonstrable experience of relevant operational processes (essential).
- Comfortable with the use of Microsoft office packages including Experience of trainer co-ordination and course planning (desirable).
- Educated to A level / Higher, or equivalent (essential).
- Qualification/s in education or training e.g. Level 4 Certificate in Education and Training, Train the trainer or equivalent (desirable)
- Experience of working with a virtual learning environment platform (desirable).
- Experience of quality assurance systems and processes (essential).
- Property sector-based experience (desirable)