

Job Description and Profile

Job Title Head of Training and Events

Location Working from Home

Reports to Director of Services

Main Purpose of job

To lead on the management and delivery of DSC training and events in support of DSC's vision, mission and strategic objectives, and in line with the strategy and budget set.

Position in Organisation

- Member of the Leadership Team

Scope of job

- Contribute to the strategic planning, project management and development of courses, events and in-house programmes.
- Management, forecasting and monitoring of income and expenditure against target and budgets and responding appropriately when required.
- Manage and develop current and new partnerships for training and events.
- Communicating effectively at all levels both externally and internally, building and developing DSC relationships and reputation.
- Travel and attendance at events and if required overnight stay

Dimensions and limits of authority

- Authority to commit to expenditure
- Manage events, courses and in-house budget
- Line manages part time senior training consultant, full time training consultants and training services co-ordinator

Qualifications

- Good standard of numeracy and literacy – at least to GCSE level or equivalent
- Good standard of IT knowledge of Word, Excel and PowerPoint
- Good standard of oral and written communication skills; able to articulate and present ideas in clear coherent way.

Essential Skills & Experience

- At least two years' experience working in event management with specific roles and responsibilities connected to planning and delivery of events

- Excellent organisational skills: ability to plan volume activities using spread-sheets to track progress etc., and ability to multi-task simultaneous priorities.
- Some experience of budgets and financial management as part of role.
- Evidence of managing a project from start to finish.
- Keen attention to detail and systematic approach to work without sacrificing a positive result for the sake of perfection.
- Ability to work under sometimes quite intense pressure and to meet deadlines for the point of delivery.
- Ability to communicate well at all levels both internally externally at all levels.
- Willingness to initiate new ideas and innovative approaches to support training and events.
- Able to travel and stay away as and when necessary and very occasionally at short notice.
- Able to work late and early as required for special events.
- Highly flexible and resilient to pressure.
- Positive and approachable manner.
- Good listening skills

Desirable Skills & Experience

- Some sort of further educational qualification – possible degree.
- Some professional training in the field of events management and/or training administration.
- Some supervisory or management experience e.g. working with volunteers or external consultants/speakers.
- At least one year's experience of working in the voluntary sector.
- Interest in and knowledge of the voluntary/charity sector.
- Experience of setting up and maintaining processes.

Duties & Key responsibilities

Planning:

- Agree and lead on the planning process with Director of Services (DS) and set up annual planning meetings as required.
- Ensure the appropriate setup of all training and events on all progress and the DSC website.
- Where appropriate researching topics and possible speakers for events, liaising with internal departments also.

Trainers:

- Secure and confirm speakers for all events.
- Confirm and contract associates and internal consultants for training courses, issuing addendums and contracts as required.

- Agree any cancelled events with DS and inform trainers and customer services/RFL

Marketing Activities:

- Agreeing training and event deadlines with the marketing department
- Work with marketing department to ensure all required information and content is provided in time for all training and event as required.
- Work with marketing to ensure all course and events are setup accurately on the DSC website

Event Management:

- Ensure all post event tasks are completed such as, speakers thank you; debrief meeting, event evaluation and analysis to inform all future planning.
- Where there is a larger event, e.g. Charityfair, lead the project team to ensure a successful event.
- Leading of all events before, during and after an event. Liaising with the relevant people to ensure required tasks are completed to the agreed standards.
- Work with external partners on partnership events

Financial Management:

- Work with DS to create budgets and produce spread sheets.
- Meet all monthly deadlines for finances, invoicing, accruals and forecasting.
- Produce individual budgets and partnership costs for individual conferences/events as required.
- Check, code and record associate invoices for all training and events, ensuring they are correct for sign off by DS
- Monitor all expenses for individual events, ensuring all events remain within budget.

Leadership Team

- Effective management of direct line reports
- Attend monthly leadership team meetings (LTM)
- Meet all deadlines for management reports and tasks as set, core brief, LTM report, trustee reports, annual reports and performance awards.
- Hold monthly team briefings and ensure team are fully briefed on relevant issues
- Carry out 1:1's at least monthly with all team members
- Carry out annual appraisals
- Recruit and train new staff where vacancies exist
- Ensure that there is appropriate cover at all times to cover all functions in the team and organise appropriate redeployment and cover where necessary. E.g. holidays, sickness etc.

Miscellaneous

- Any other reasonable tasks as required by DSC