

INFORMATION PACK

Training Manager



WELCOME

Thank you for your interest in our organisation and this role.

We're looking for someone who's driven to make a real difference within the local community through the delivery of services, with our charitable purpose at the centre of everything.

Teesside Mind has been working in local communities to improve mental health and wellbeing for almost 30 years. Mental health has never been as widely understood or help so widely available.



Ours is a vibrant organisation to work for and our staff are our most important asset. We are compassionate, trustworthy, and determined. We use evidence-based interventions, backed up by policies, training and expert support to help people lead full and happy lives.

I hope you'll be interested in joining our focussed and impactful team once you've read this pack and I look forward to meeting you.

Emma Howitt
Chief Executive Officer

OUR VALUES

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



We support Maggie with her mental health recovery

'I now feel like there may be a light at the end of a very dark tunnel. All I have ever wanted is to be listened to in regards to my mental health. Finally, I am being heard. The months we have worked together, gave me hope, coping mechanisms, advice and ultimately got me what I have always wanted - a diagnosis (from secondary services).'

JOB PURPOSE

Develop and deliver Workplace Wellbeing's training portfolio to improve mental health and wellbeing in workplaces and optimise income generation for Teesside Mind.

MAIN DUTIES AND RESPONSIBILITIES

- Design and deliver Workplace Wellbeing, Teesside Mind branded workshops, webinars, recorded videos and Mental Health First Aid courses to private, public sector, and third sector organisations across Teesside. Training to be delivered on-site at client's premises. Occasional training may be required via Teams/Zoom
- Dedicate a minimum of 60% of time to delivering training
- Provide consultancy services to assess training needs by attending on-site client meetings, occasionally required online
- Lead client scoping sessions and deliver pilot workshops on client sites
- Attend on-site project review meetings to ensure training is successful and impactful and support Business Development Manager with the up-selling of additional training
- Engage with key stakeholders to promote and up-sell training, referring opportunities for further sales to the Business Development Manager
- Refresh training materials to ensure up-to-date and on-brand
- Develop new training courses by identifying key themes and people challenges facing workplaces across Teesside
- Stay updated on training trends, developments, and best practices
- Work with the Business Development Manager to ensure training is delivered within agreed pricing structure, margins and profitability
- Manage Workplace Wellbeing training department including Delivery Co-ordinator, Associate Trainers and training logistics with clients. Ensure timely, accurate client billing
- Recruit and manage Associate Trainers to meet increasing training demands, ensuring they are prepared and supported. Review and approve Associate Trainer invoices
- Collaborate with organisational functions, including finance and marketing, to ensure smooth transition from win to service delivery. Ensure projects are delivered profitably and on time
- Work alongside Teesside Mind's marketing team to help promote brand awareness and create sales opportunities, providing content for various marketing channels
- Develop and utilise robust evaluation and monitoring procedures to inform and improve our commercial training offering. Monitor trainer effectiveness and program quality, sharing results with clients, trainers and Business Development Manager

Other Duties

- Develop and maintain a CRM system, ensuring the Workplace Wellbeing team keep it up to date
- Represent Workplace Wellbeing and Teesside Mind at local networking and partnership events
- Attend regular 1:1 and team meetings
- Undertake administrative tasks as required with strong attention to detail
- Develop organisational relationships internally, externally and with Local Minds to improve training offer and optimise income generation opportunities
- Respond flexibly to changes in job requirements
- Work in accordance with Teesside Mind policies, procedures, and practices
- Treat everyone with respect, dignity, and fairness, celebrating diversity

Person Specification

This document sets out the skills and experience required for this post and will be used for shortlisting and interviewing candidates.

All essential unless indicated otherwise with a (D)

Qualifications/Training

- Mental Health First Aid England Trainer qualified
- Proficient with the full Microsoft Office Suite
- Accredited qualification related to delivering Suicide Prevention training (D)
- Level 5 CIPD in L&D and/or relevant Trainer/Teacher qualification (D)

Experience

- Delivering mental health training in workplaces, ideally with Learning and Development experience inside corporate environments
- Managing a service and managing staff
- Using a range of technologies to develop, manage, and deliver training in person and remotely

Knowledge

- Understanding of basic finances, including budgets and margins
- Proficiency in MS Office and business and communication tools.
- Creative and innovative approach to content design

Skills

- Outstanding facilitation skills with the ability to quickly develop rapport and trust with diverse groups of delegates across various sectors. Encourage and support active participation in workshops, adapting to different learning styles and environments
- Strong written, verbal, and interpersonal communication skills
- Creative and innovative approach to content design
- Excellent organisational, time management and project management skills with ability to adapt in a fast-paced environment and solve problems innovatively
- Research skills and the ability to multitask
- Brand ambassador with strong networking skills, comfortable representing Workplace Wellbeing & Teesside Mind at events and building connections

Other requirements

- Full driving license with access to own vehicle, required to be based from Lothian Road office, attend client sites and events
 - Flexibility to work outside of normal office hours for out-of-hour training (eg shift workers) and events
 - Ability to work independently and as part of a team
 - Understanding commercial function and goals
 - Commercial approach to decision-making
 - Ability to learn new systems, software and best practices procedures in a reasonable time
 - Adaptability to changing/conflicting priorities
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Main Terms and Conditions

Job Title:

Training Manager

Responsible to:

Business Development Manager

Hours:

22.5–30 hours per week

Salary:

£30,378 - £32,649 depending on experience, plus access to a contributory pension scheme

Term:

2-years fixed term with potential to extend

Holidays:

Starting at 26 days per annum plus public holidays pro rata

Disclosure:

This position is subject to Teesside Mind's policies on the Safeguarding of Children and Young People, the Safeguarding of Vulnerable Adults, an enhanced DBS check and rechecked every three years.

How to Apply

If you would like to find out more about this opportunity please call 01642 257020 to speak to Susan Cosby or email: susan.cosby@teessidemind.org.uk

Please complete the application form on our website if you'd like to apply for the role.

Shortlist date: Wednesday 2nd July

Interview date: Wednesday 9th July

**Closing date for applications:
1 July 2025 by 12 noon**

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The Mind Centre,
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Middlesbrough,
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