

## Job Description- Training & Development Manager

**Start December 2025/ January 2026**

<b>Post:</b>	Training & Development Manager
<b>Reports to:</b>	MD/Engagement Manager
<b>Hours of work:</b>	Full time, Monday to Friday, flexible availability in Essex/online
<b>Type of contract:</b>	1 year Fixed Term due to pilot, with anticipation of extension on success of role.
<b>Location:</b>	Hybrid, across Essex until Training base established.
<b>Salary range:</b>	from £32,000 to £36,000 dependent on experience.

---

### Overview of the job:

The Training Manager will be responsible for leading SEATS' internal training provision, ensuring the design, development and delivery of high-quality courses that respond directly to employer needs. The role will focus on creating a sustainable training offer that strengthens SEATS' brokerage model and wider skills ambitions.

Initially, the Training Manager will work closely with the Relationship Manager and employers to secure commitment for existing requirements, ensuring that training provision is relevant, accessible and impactful. By building strong, lasting relationships, the Training Manager will encourage employers via the Relationship Manager to further invest in staff development and workforce upskilling.

As the role develops, the Training Manager will expand the training internal portfolio, manage delivery quality across all programmes, and establish new programmes to develop both internally and externally with providers and employers to support the regional talent pipeline. This will include recognising opportunities for new provision. In the event of SEATS undertaking the new proposed 'hive' hub at Thames Gateway, the Training Manager will lead the co-ordination of the proposed curriculum and commission agreed solutions and aligning provision with local economic priorities across South Essex.

---

### Duties and responsibilities:

1. Scope and design modular workshops in leadership, employability and digital skills.
2. Pilot 5-10 sessions with 3-5 employers between January and March 2025
3. Build a reusable content library and support readiness for delivery within the proposed Hive at the London Gateway, should SEATS secure space there.
4. Lead the development, coordination and delivery of SEATS' internal training provision, engaging either via the relationship manager or directly with employers,

partners and stakeholders to ensure training is responsive to business and community needs.

5. Take responsibility for achieving agreed training targets set by the SEATS Board, including learner numbers, course uptake, income from training delivery and customer satisfaction.
6. Work collaboratively with employers, colleges and key stakeholders (eg Thames Freeport) to identify skills gaps, designing and create training solutions that address local workforce priorities.
7. Partner with the Engagement and Relationship Managers to build relationships with careers leads and senior leaders in schools and colleges, promoting training opportunities and strengthening the regional talent pipeline.
8. Work with employers to articulate apprenticeship and wider training service opportunities (via third party contractors), overcoming objections and identifying solutions by carrying out needs analysis with stakeholders in order to maximise on opportunities designing bespoke training offers (including apprenticeships, CPD, and short courses) that address specific business requirements.
9. Assist in managing employer and learner relationships from enquiry through to course completion, ensuring high levels of engagement, satisfaction and repeat business.
10. Assist with key training accounts (business customers), ensuring SEATS delivers high-quality, flexible provision that meets employer workforce development needs.
11. Assist and undertake regular reviews with employers to evaluate training effectiveness and explore new opportunities, including options for online, distance and blended learning.
12. Ensure all training opportunities and employer interactions are accurately recorded on SEATS systems, building and maintaining a clear training pipeline.
13. Work with the MD to shape SEATS' training development strategy, maximising the use of SEATS assets to respond to skills shortages and technical skill requirements.
14. Manage the administrative aspects of training delivery, including course scheduling, reporting and communication with employers and learners.
15. Produce clear and accurate reports on training activity, including research, evaluations, performance against targets and recommendations for Board/MD consideration.
16. Ensure compliance with data protection, quality assurance and funding requirements across all training activity.
17. Represent SEATS professionally with employers and stakeholders, building a strong reputation for high-quality, employer-led training.

18. Identify and pursue opportunities to diversify SEATS' training offer, exploring new markets and partnerships that expand impact and revenue. To be part of the front line engaging face to face with public & private sector organisations and employers, business partners and stakeholders in order to achieve growth targets and to strengthen the SEATS brokerage.
19. Full responsibility to meet agreed sales and KPI targets set by the SEATS Board. including but not limited to grant/levy/other income, apprenticeship service volumes and other professional training services brokered.
20. Strong collaboration with employers, colleges and South Essex Councils, to identify opportunities for SEATS to be of service.
21. Represent the SEATS at trade exhibitions, networking events and wider promotional activity.

**The duties and responsibilities listed are not exhaustive and SEATS may reasonably require the post holder to undertake duties and responsibilities not stated within this job description.**

## Person specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<p>Previous experience in training management, programme coordination or education delivery is essential</p> <p>Full clean driving licence</p> <p>Evidence of continuing professional development</p> <p>Training/Teaching qualification (e.g. CIPD training, qualified teacher, DTLLS)</p>	<p>Educated to Level 5 preferred but not essential</p> <p>Level 3 Certificate in Assessing Vocational Achievement (CAVA)</p> <p>Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice</p>
<b>Experience and Knowledge</b>	<p>Self-motivated and able to work under own initiative.</p> <p>Clear understanding of current apprenticeship reforms, vision of future markets and opportunities and how these relate to local sectors and the opportunities they present for apprenticeships and wider industry-led training.</p>	<p>Experience of working with a wider range of external partners and stakeholders (e.g. business networks, charities and political networks).</p> <p>Experience of working within commercial or apprenticeship training provision</p>

	<p>Strong commercial/business awareness understanding of the local and national market and wider sector as well as understanding of local authority and Essex area skills opportunities.</p> <p>Ability to develop and manage solutions to promote apprenticeships and other opportunities.</p> <p>Proven track record in designing, implementing and evaluating training programmes that meet employer or organisational needs</p> <p>Proven ability to build and maintain strong employer and stakeholder relationships</p> <p>Clear understanding of current apprenticeship reforms, wider skills policy and opportunities for industry-led training</p> <p>Understanding of curriculum design, pedagogy and quality assurance in training/education</p> <p>Strong commercial awareness of the training and education market, including local and national skills priorities</p> <p>Ability to conduct training needs analysis and translate findings into relevant course design and delivery</p> <p>Experience in monitoring training quality, applying continuous improvement approaches</p> <p>Must be well organised, presentable, professional and accurate</p> <p>Experience of working with a wide range of external partners and stakeholders (e.g. employers, colleges, local authorities, business networks)</p> <p>Experience of managing training delivery either directly or through third-party providers</p>	<p>Experience of curriculum design and quality assurance frameworks</p> <p>Familiarity with e-learning, distance or blended learning methods</p> <p>Knowledge of training/education funding streams (apprenticeship levy, AEB, UKSPF, etc.)</p>
--	---	---

<p><b>Skills and attributes</b></p>	<p>Excellent management and organisational skills</p> <p>Ability to manage budgets and resources effectively</p> <p>Strong communication and presentation skills, including confidence in delivering training and presenting to employers/stakeholders</p> <p>Excellent numerical, written and reporting skills</p> <p>Advanced IT skills (Word, Excel, Outlook, Teams, PowerPoint)</p> <p>Commitment to educational values and high-quality learner outcomes</p> <p>Flexible and adaptable to meet changing needs</p> <p>Collaborative team player with ability to work independently when required</p> <p>High level of personal integrity and confidentiality</p> <p>Commitment to continuous personal learning and development</p>	<p>Advanced data analysis skills to measure training impact</p> <p>Strong negotiation and influencing skills with senior leaders/employers</p> <p>Project management qualification or formal training (e.g. PRINCE2, Agile)</p>
-------------------------------------	--	---