

CTSC Training Delivery Manager

Job Family Group		Organisational support		Reference number	
Job Family		People	Job Sub-Family (if applicable)		
Grade Level		Band C			
Role Purpose		This national role, which reports directly to the People Development Strategy Manager, is responsible for setting up and effective implementation of training plans across all CTSC sites nationally to ensure CTSC delivers an accessible and inclusive service to diverse users, using excellent people skills. The role will also provide leadership to the national team of CTSC Trainers and will manage the ongoing work of creating and maintaining CTSC-specific training resources, used by Trainers and Coaches.			
Key Accountabilities				Key Relationships / Contacts	
<ul style="list-style-type: none">Accountable for the logistics, planning and implementation of QMCA officers as they develop through the CTSC learner journey, from induction through to competency and then any secondary jurisdictional training required, ensuring the requirements are met for QMCA officers that can provide excellent customer service across multi jurisdictionAccountable for the logistical planning and scheduling of the CTSC trainers to meet the intricate requirements of the CTSC learner journey, ensuring that cohorts of QMCA offices receive the same on-boarding and training experience regardless of location.Support implementation of the cross-training plans and direction for CTSC People Development, covering all CTSC sites, supporting the on-boarding journey that meets the demands of volume recruitment of new starters and the ongoing development required during their career journey with HMCTS, to enable the implementation of the CTSC culture and ways of working.Lead and coach the team of CTSC Trainers to embed the new ways of working for training delivery using a blended approach and new technologies, providing opportunities for them to practice and develop their skills and keep their business knowledge, people training skills and professional skills up to date.Lead point of contact for operations, services, reform learning and people development team to ensure any CTSC specific training content is maintained and update with changes to processes, and the learner journey timetables reflect the changing demands.Work with the CTSC Trainers to monitor and test learners against customer service and defined quality standards, ensuring they are competent and confident to deliver the required standard of service and provide access to learning /coaching resources where needed.Work with Heads of Operations, Workforce Management and Service Improvement to ensure training is planned in advance to meet the demand plans, and anticipated capability requirements and is scheduled to minimise impact to service levels.Oversee the work done by CTSC Trainers in preparing new staff for a formal induction to processes, testing their knowledge, developing individual coaching plans; providing resources and assistance; scheduling ongoing trainingLiaise with People Development Strategy Manager in implementing the development strategy and learning plans needed to provide CTSC with the people and business capabilities it requires to deliver the service expected.Liaise with Workforce management team to ensure details of new and existing learners skills are maintained in skills matrix, to ensure staff are allocated appropriate work and service delivery to users/customers is maintained and improved				This role will build relationships internally with Heads of Operations, team leaders, Quality and Change & CI teams and work closely to ensure new and existing staff have access to the development needed to function effectively at CTSC, reporting to CI teams on success of initiatives or amendments needed in processes. The role holder will also build relationships outside CTSC, sharing information with Corporate centre on organisation-wide initiatives and the creation of future training and development resources for CTSC. There will be a requirement to persuade and influence key stakeholders and leaders at this level to ensure training happens at the right time and delivers the required result.	
				<ul style="list-style-type: none">Head of Operations/Deputy – provide advice and guidance on strategic direction and operational needs for developmentTeam Leaders – exchange of information on staff needs and possible solutions, provision of expert advice on development solutionsHead of Service Improvement – provide advice on the practical implementation of learning solutions relating to new or amended processes and initiatives, and impact of learning solutionsCorporate Centre (HR Capability) – to implement new or amended nationwide initiatives and to report on success of new initiativesHead of WFM and Recruitment Manager – Influencing and negotiating induction start dates to ensure meets customer and business needs	
				Strengths	
				<div>Organiser</div> <div>Motivator</div> <div>Negotiator</div>	<div>Service Enabler</div> <div>Change agent</div>
Knowledge, Skills and Experience				Complexity Descriptors	
<ul style="list-style-type: none">Provide Leadership to the team, visibly demonstrating and embedding the new culture and ways of working in delivering service improvements to the end userExcellent organisation and planning skills, in people logistics would be an advantagePeople management skills to empower team members to take personal responsibility for their own personal impact and developmentKnowledge of HMCTS policies and people management processes for both learners and for Development Team coaches and trainers under their management , including performance management, attendance management, grievance and disciplinary policies to ensure compliance and team effectivenessBusiness-specific knowledge and experience to be able to coach and advise learners on improvement in specific business areas and maintain focus on service user's needsCIPD qualification in training & L&D delivery to be able to schedule training plans for the whole CTSC, and to develop and maintain effective training solutions to meet staff and user needs.People and communication skills to be able to coach learners in increasing effectiveness in handling customer/user queries by telephone, email or webchat (etc)Ability to judge capability, competence and potential in learners and adapt approach for different learners to ensure best learning environment.Knowledge of learning resources and solutions to recommend to learnersCoaching skills to be able to coach both learners and Development Coaches and Trainers in improvements towards personal effectiveness and increased user satisfaction with HMCTS service				Problem solving	This role is responsible for ensuring effective strategies & implementation plans to ensure CTSC as a whole has right people with right skills at right time. This will require investigation and analysis and the decisions made by this role will affect the work of the Heads of Operations. They will need to analyse technical product information and interpret it to meet the varying needs of the audience in designing new and revised training packages for CTSC using their technical training expertise. They will also be required to devise plans to ensure new intakes and existing staff have training planned at the optimum time.
				Management of resources	Responsible for direct line management of CTSC Trainers and the professional management of Coaches, (direct line management sits with Heads of Operation). No financial management beyond approval of T&S for trainers who would be remote workers, expected to travel across the different geographical locations.
				Autonomy	The role holder will work largely unsupervised and but will follow professional and technical guidelines but will use discretion in the application of these in devising training plans and creating development packages. Supervision for this role will be remote and the role holder will only rarely seek guidance from People Development Strategy manager or Head of Service Improvement. The role holder will have authority to deal with any escalated training problems delivered to them by their team and operational management teams.