1 MAIN PURPOSE OF THE JOB

The Training Manager will be responsible for the management and operations of the training business across the East and South East Asia regions, with a key focus on Hong Kong.

They will be building, managing and promoting a portfolio of training resources and work closely with senior representatives from across the construction industry to develop the CIOB Academy and achieve key targets.

2 POSITION IN ORGANISATION

- Reports directly to the Associate Director – Academy, operating as a key member of the Academy team.
- Other relevant internal stakeholders include the Associate Director of International Market Development and colleagues in the region.

3 DIMENSION & LIMITS OF AUTHORITY

- The role will manage its own budget.
- Delegated Limits of Authority: sign off limit of £2,000

4 SKILLS & EXPERIENCE

- Demonstrable experience at management level within the training or education field.
- Track record in designing and executing successful training programs
- Familiarity with traditional and modern training methods (online and in classroom training, eLearning, workshops, distance learning etc)
- Excellent communication and leadership skills, with the ability to develop excellent working relationships at a variety of levels and across a range of cultures, and experience of using these relationships to achieve revenue and other targets.
- Ability to plan, multi-task and manage time effectively, with the ability to work both independently and collaboratively across a range of global teams.
- Strong report writing and record keeping ability.
- Fluent in Chinese (Cantonese and/or Mandarin) and professional working proficiency in English to facilitate excellent communication both internally and externally.
- Excellent IT skills, including online learning platforms, Microsoft Office software and database platforms.
- Experience of the construction and built environment sector would be an advantage.
50% Strategic Development

- Lead on the development of courses and qualifications for the Academy which meet the needs of the sector and drive increased revenue for the Academy within the region.
- Build relationships with organisations and relevant institutions/associations and drive take up Academy products and services amongst said groups.
- Identify and develop strong relationships with key strategic partners to help build the Academy brand and deliver the product.
- Identify and assess current and future commercial training needs of construction managers and construction businesses and translate these into potential opportunities for the Academy i.e. in-house proposals.
- Maintain a keen understanding of training trends, developments and best practices within the region, utilising this insight to inform the ongoing development of the Academy brand and products.
- Build and maintain strong relationships with all relevant internal stakeholders i.e. marketing, business development to support effective working and promotion of Academy activities across the CIOB.
- Make a key contribution to the achievement of the wider CIOB Corporate Plan, both through delivering Academy successes aligned to corporate objectives, and by contributing to wider CIOB activities/ other ad-hoc projects as required.

50% Operational Management

- Set up, develop and manage internal quality assurance processes for the management and delivery of qualifications, face to face, online, and distance learning courses, ensuring excellent levels of quality are maintained across all Academy activities in the region.
- Manage the bookings for all courses delivered in the region, ensuring an excellent level of customer service is provided.
- Manage course operations i.e. venues, printing etc. to ensure the smooth running of courses.
- Build and manage a network of technical experts, including trainers, e-learning developers and verifiers, facilitating the delivery of planned courses and qualifications.
- Monitor and evaluate program effectiveness, success and ROI periodically, delivering reports as required and suggesting and implementing improvements where necessary.
- Lead on the management and ongoing development of marketing materials with the aim of promoting the Academy within the region to meet agreed revenue targets.
- Contribute to the budgeting process within the Academy (including regular review of management accounts, input into forecasting and full budget planning, and project costings).
- Build and manage excellent relationships with all external suppliers.

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.