



JOB TITLE

Commercial and Training Program Manager

RESPONSIBLE TO

Head of National Services

BACKGROUND INFORMATION

The Irish Red Cross is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement, which is committed to, and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality.

For more general information, please visit www.redcross.ie

SUMMARY OF THE ROLE

Irish Red Cross is seeking the hire a Commercial and Training Program Manager to manage a staff team of trainers, administrators and PHECC (Pre Hospital Emergency Community Care) compliance personnel. The key aspects of the role relate to the co-ordination, compliance, sales, administration, support and management. The role holder must ensure the compliance of the Irish Red Cross with the regulatory and statutory requirements set by PHECC and other relevant accreditation bodies.

MAIN TASKS AND RESPONSIBILITIES

- Create and develop budgets for Commercial and National Training
- Work with the organisation Training Working Group to allocate costings of National Courses and develop pricing structure for Commercial training.
- Generates reports on performance, improvements and areas for future development
- Delivery of national training programmes to ensure members are appropriately qualified.
- Ensure the quality assurance of all courses national and commercial delivered by Irish Red Cross
- Management of all staff, setting and monitoring the delivery of their annual objectives and training targets
- Conducting annual performance appraisal with each staff member
- Communication with members regarding relevant training information, standards and compliance
- Ensure processes are in place in the department to enable effective support for members.

Commercial and Training Program Manager



- Ensure the Irish Red Cross is PHECC compliant, provides necessary reports necessary for Registered Institute, Quality Review Framework, Governance Validation Framework and assists the National Medical Office complete the Clinical Program Guidelines.
- Liaise with PHECC on a regular basis and ensure that all PHECC requirements including the outcomes of any PHECC audit are implemented in a timely manner.
- Ensure the organisation is compliant with all PHECC requirements both at Head Office and Branch level, reporting any deficit in this area to the Head of National Services and the Training Working Group
- Set out eLearning requirements to the IT team and ensures that IRC is futureproofing its training infrastructure
- Resources the commercial training requirement schedule through management of training rosters
- Maintain an adequate stock level for Commercial, Branch and National training courses.
- Provide leadership for the commercial training function
- Prepares, manages and achieves agreed budget and targets
- Manages the commercial training and product sales functions
- Increase turnover in all areas
- Tenders for relevant public and private contracts successfully
- Manage outsources suppliers and involved in tendering and re-tendering contracts for outsourcing processes and tasks
- Generate reports on performance, improvements and areas for future development in all areas of responsibility
- Negotiate with key clients and oversees the management of service from such clients
- Develops both existing and new income streams as required
- Attends meetings at weekends and evenings where required
- Creates continuous process improvement initiatives to increase efficiency, reduce costs, drive sales and increase profitability
- Develops, with the Commercial Training Team, a schedule of courses for public and liaises with customers to schedule in-house courses.
- Remaining up to date with the current trends in the First Aid Training Market and provide reports on areas of improvement.
- Assists the Head of National Services with other tasks as may be required.



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REQUIRED SKILLS

- Experience in Training Management (up to 5 years)
- A proven track record of managing a team with commercial responsibilities
- Business/Logistics qualification, health & safety or related and/or experience in a similar environment.
- Excellent people management skills
- Experience in growing income streams and exceeding targets
- Proven record of managing change and adapting to an ever-changing environment.
- Experience in the PHECC audit process and good understanding of PHECC policy.
- Proven track record of completing PHECC audit documents and Quality Improvement Plans
- Good understanding of training accreditation processes
- Strong understanding and experience of physical, hybrid and e-training systems

DESIRABLE SKILLS

- Sales experience in a telesales or on-the-road sales and marketing
- Excellent knowledge of various computer systems including CRM (Moodle/Courseware)
- Experience in training (first aid or otherwise)

CONTRACT TERMS

1 year fixed

Role location 16 Merrion Square, Dublin 2.

Salary Range €40,000-€55,000 commensurate with experience.

FURTHER INFORMATION

The Irish Red Cross is an equal opportunities employer.

We value diversity and aspire to reflect this in our workforce.

We welcome applications for people from all sections of the community, irrespective of race, ethnicity, religion, sex, sexual orientation, gender identity, age or disability.

This role requires applicants to have the right to work in Ireland.

Commercial and Training Program Manager



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APPLICATIONS PROCEDURE

Please send your CV and a cover letter to ssstanley@redcross.ie before 5pm on 18th October 2021.

Please mention “Commercial and Training Program Manger” in the email subject and include your full name in the file names.

Applications received after the deadline will not be considered. Only shortlisted candidates will be contacted for an interview. If you do not hear back from us by 20th October, unfortunately your application has not been selected.