



JOB DETAILS

Title:	Commercial Training Manager
Duration:	Fixed Term – 12 months
Salary:	53K – 61K
Reporting to:	Head of National Services

BACKGROUND INFORMATION

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

SUMMARY OF ROLE

The Commercial Training Manager will manage a staff team of trainers, administrators. The key aspects of the role relate to the co-ordination, marketing, sales (*trainee recruitment and commercial partnerships*), administration, support and management of the Commercial Training section of the organisation.

ROLE RESPONSIBILITIES

- Manage the commercial training and product sales functions
- Increase the turnover from training courses via the design and implementation of marketing and promotional materials.
- Prepare response tenders for relevant public and private training contracts.
- Manage outsourced suppliers and prepare tendering and re-tendering contracts for same.



- Generate monthly reports on performance for Senior Management identifying area for improvements and future development.
- Negotiate with key clients and oversee the management of the training service to these clients
- Develop both existing and new income streams
- Liaise with the Training Working Group and relevant colleagues in volunteer training to ensure a coordination of the Commercial Training offering with the training services offered to members and compliance with the PHECC standards.
- Develop strategies to utilise the commercial training programme to encourage new members to join the Irish Red Cross branches.
- Create continuous process improvement initiatives to increase efficiency, reduce costs, drive sales and increase profitability of commercial training
- Develops, with the Commercial Training Team, a schedule of courses for the public and commercial customers with an emphasis on scheduling in-house courses to meet the needs of their business.
- Keep up to date with the current trends in the First Aid Training Market as well as potential related areas of potential interest to the commercial training offering of the Irish Red Cross – identifying areas for improvement and development.
- Creates and manages annual budgets for Commercial Training.
- Manage the staff and trainers in the department. setting and monitoring the delivery of their annual objectives and training targets.
- Manage the commercial training requirement schedule through management of training rosters.
- Provide leadership for the commercial training function across the organisation
- Work actively towards the achievement of the Irish Red Cross goals.
- Undertake training and development as required
- Abide by and uphold the Principles of the International Red Cross Red Crescent Movement.
- Undertake any other reasonable work-related duties and responsibilities assigned by the Head of National Services that are consistent with the nature of the job and level of responsibility.



ROLE REQUIREMENTS

Essential Criteria

- Experience in Training Management (up to 5 years)
- A proven track record of managing a team with commercial responsibilities
- Business/Logistic/Marketing qualification
- Excellent people management skills
- Experience in growing income streams and exceeding targets
- Marketing and sales experience.
- Proven record of managing change and adapting to an ever changing environment
- Good understanding of training accreditation process
- Strong understanding and experience of physical, hybrid and e-training systems.
- A proven high level of organisational ability, administrative and IT skills including experience with MS Office Suite

Desirable Criteria

- Experience in the delivery of training (first aid or otherwise)
- Excellent knowledge of CRM (Moodle)

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 gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community. This role requires applicants to have the right to work in Ireland.



Crois Dhearg na hÉireann
Irish Red Cross

APPLICATION PROCESS

To apply for this role, please forward a copy of your CV, together with a cover letter setting out how you meet the essential and desirable criteria for this role to:

sstanley@redcross.ie

Applications should be in .pdf or MS Word format, and with file names in the following format: **<Surname>, <First name> - CV** and **<Surname>, <First name> - Cover Letter**

The closing date for applications is 1st June 2023

Shortlisting for interview will be on the basis of the essential and desirable criteria for this role.

It is intended to hold initial interviews for this role week commencing 12th June 2023

Please note that there may be a second round of interviews.