

## North Staffordshire Chamber of Commerce & Industry

### JOB DESCRIPTION

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**JOB TITLE:** TRAINING DEVELOPMENT EXECUTIVE  
**Responsible to:** Membership Services Manager  
**Location:** Commerce House, Festival Park, ST1 5BE

#### Responsibilities

1. Promoting the Chamber's suite of training courses in order to maximise revenue.
2. Developing, in conjunction with partners and providers, additional commercial courses linked to member needs.
3. Ensuring a quality experience for participants, from booking the course through to receipt of certificates on successful completion.
4. Effective liaison with providers, partners and caterers, i.e. everyone involved in ensuring that 'quality experience'.
5. Overall responsibility for room hire at Commerce House. This will involve marketing, control of the diary and customer relations.
6. Effective delivery of all services, handling complaints when necessary.
7. Marketing of individual training packages to members and non-member companies. This will include production of printed brochures, advertising and general publicity.
8. Preparing an annual Business Plan for the training and room hire functions.
9. Supervision, training and development of those employees who are responsible to him/her, with the aim of maximising the potential of those individuals in achieving the Chamber's business objectives. He/she must have an understanding of the Chamber's Investors In People systems and the ability to apply these systems in the workplace. The following competencies are required:
  - ability to effectively interview and appraise staff;
  - ability to effectively carry out an induction for new members of staff and existing staff undertaking a new role;
  - ability to lead and build teams;
  - ability to motivate, coach, counsel and mentor individuals;
  - ability to communicate objectives, plan for training and development and evaluate outcomes;
  - ability to set objectives which are specific, measurable, achievable, resourced and timebound.
10. To ensure health and safety arrangements in the workplace are maintained to the highest possible standard and any breaches by employees are dealt with immediately.
11. To adhere to the Chamber's requirements with regard to the health and safety responsibilities of all employees as detailed in Section 3 of the Chamber's Health & Safety Policy.
12. Any other duties which may reasonably be requested by the Chief Executive.
13. To demonstrate the following management competencies

**LEADERSHIP AND STAFF DEVELOPMENT**

- Effectively interview and appraise staff;
- lead and build teams;
- develop, motivate, coach, counsel and mentor individuals;
- listen and be decisive
- communicate objectives, plan for training and development and evaluate outcomes;
- set objectives which are specific, measurable, achievable, resourced and timebound.
- be adaptable, a team player and have cross functional awareness.

**INNOVATION**

- Show initiative, develop new ideas, be adaptable and recognise customer needs.

**CUSTOMER FOCUS**

- Show dynamism, communicate effectively, have integrity, build and maintain relationships.

**COMMUNICATION**

- Use effective written and oral communications, be persuasive, have tenacity and cultural awareness.

**COMMERCIAL ORIENTATION**

- Demonstrate management control, financial awareness and cross functional awareness.

**ICT**

- Familiarity with leading software packages including Microsoft Office, Excel, etc.

Signed: .....(postholder)

Signed: ..... (line manager)

Date: .....