



# Scottish Tourist Guides Association

## Recruitment

### **Training Manager – Job specification**

**Key Function:** To manage all aspects of STGA training

**Reports to:** The STGA Board of Directors

**Works closely with:** The Training Committee, the Blue Badge Committee, the Principal Examiners, The Association Manager

**Is supported by:** Administration staff

#### **Main responsibilities:**

##### **1 To train and manage the training team**

The training team is drawn from within the membership and carries out various roles in relation to the delivery and assessment of Guide Training courses and Final Examinations. These roles include that of mentor and assessor. Train the Trainer (TTT) courses respond to the need for trainers and generally take place on an annual/bi-annual basis, online or in-person. Managing the team includes allocating roles for specific student assessments and ensuring quality provision.

##### **2 To ensure appropriate and relevant guide training and qualification**

Our main Guide Training course is based on our Standards of Performance, meets British and European standards for tourist guides and is accredited by the World Federation of Tourist Guide Associations. There are various assessments throughout the course and Final Examinations, success in which leads to qualification. It is the responsibility of the Training Manager to ensure that the Standards remain relevant and that courses and assessments are fit for purpose. This requires occasional attendance during course activities and assessments.

##### **3 To manage training finances**

There is a small training budget to cover venue hire, resources and expenses. There are separate budgets for each Green Badge or external course. The Blue Badge budget is managed by the Chair of the Blue Badge committee, with the budgets for other courses and the Blue Badge Accreditation Examination managed by the Training Manager.

##### **4 To promote the value of STGA training and represent the STGA on training matters**

## Training Manager – Person specification

**Applicants must be able to meet the essential requirements for the post** and will be at an advantage if they can meet some/all of the desirable elements.

	Essential	Desirable
Experience	At least two years' experience in a formal position in training, education, or training management.  Experience of managing a complex workload	A qualification in Education, Training or Management  Experience of developing training programmes.
Knowledge and Understanding	An understanding of the principles of training.	Awareness of the role of training within the STGA.  An understanding of wider standards relating to tourist guides.
Communication skills	A high standard of spoken and written English; ability to communicate effectively in a range of situations.	Experience of handling sensitive or difficult situations on a 1-to-1 basis
IT skills	Competence in using Microsoft Office and/or Google equivalents, including spreadsheets.	Experience of using Zoom and Google drive or similar.  Innovative approaches to using IT
Finance	Ability to cost projects and manage budgets	Relevant experience

### The successful applicant will be:

- an engaging and approachable individual with a flexible, solution-focussed approach
- well-organised and capable of working independently
- confident, pro-active and innovative
- able to work with a wide range of people and lead a team effectively.

## **Training Manager - Main Duties**

### **Training and Managing the training team**

- develop and deliver appropriate training for our training team (every 1-2 years)
- recruit prospective trainers from amongst the membership
- manage the allocation of trainer work (there are student assessments every few months)
- monitor and review trainer performance
- provide opportunities for Continuous Professional Development for trainers (annually)
- participate in the appointment of Course Directors and the Principal Examiners (occasionally)

### **Ensuring appropriate guide training and qualification**

- ensure all guide training courses meet relevant standards and requirements
- approve course proposals and providers
- monitor and review the delivery and assessment of all guide training courses
- establish and maintain regular liaison with course providers and the Blue Badge committee
- oversee the arrangements for final examinations and graduation ceremonies
- support course providers/directors and the Blue Badge Committee in delivering the guide training courses and dealing with student concerns, issues, or lack of progress
- make decisions on, and arrangements for resits and appeals

### **Managing training finances**

- manage the training budget and resources
- calculate and manage budgets for Accreditation Examinations
- produce costings for external and (if required) Green Badge training
- ensure that accurate financial records are maintained for all courses
- liaise with relevant support staff on bookings and invoices

### **Promoting and representing the STGA**

- promote the value of STGA guide training courses
- proactively seek external training commissions
- represent the STGA on training matters

### **General**

- with the Chair of the Training Committee, arrange meetings and agree the agenda
- provide information and guidance on matters under consideration
- present quarterly reports to the Board, a summary report to the AGM, and other reports as required.

Please note this is an illustrative and not an exhaustive list.

Duties may change from time to time as the Association and training requirements change.

All members of staff are expected to work flexibly and assist when others are on leave.