

## JOB DESCRIPTION

### JOB TITLE

**Training Manager**

### REPORTING RELATIONSHIPS

<b>Responsible to: (Immediate Director/Manager job titles)</b>	<b>Director of Marketing &amp; Responsible Sourcing</b>
<b>Other reporting line (e.g. to committee/board/project manager)</b>	N/A
<b>Responsible for: (No. &amp; Job Title)</b>	<b>1 Sedex Trainer</b>

### MAIN PURPOSE OF JOB

*(Describe in no more than a few lines why the job exists)*

Sedex is a global membership organisation that prides itself on making it simpler to do business that's good for everyone. We're home to the world's largest collaborative platform for sharing responsible sourcing data on supply chains, used by more than 50,000 members in over 155 countries. Tens of thousands of companies use Sedex to manage their performance around labour rights, health & safety, the environment and business ethics through the use of the SMETA (Sedex Member Ethical Trade Audit), the world's most used methodology.

Our products and services enable members to bring together many kinds of different data sets, methodologies, standards and certifications, to make better-informed business decisions, and to drive continuous improvement across their value chains. Sedex uses technology as a platform to help create solutions for data capture as well as developing insights, training, guides and collaborative spaces for the membership and wider stakeholder community.

Sedex provides a series of training programmes to support our membership as part of their subscriptions. These include:

- A global network of SMETA trainers to locally train auditors to undertake SMETA audits
- Regular webinars for members to better understand the available resources
- Webinars with our partners to share additional industry expertise and areas of specialism
- The provision of an ever developing suite of eLearning materials for suppliers to self learn and share through their organisations on specific areas to improve.

## KEY OUTPUTS

*(Describe in single sentence statements the key outputs from the job)*

The Sedex Training Manager is based within the global head office in London and supported by a direct report (Sedex Trainer) as well as working closely with Sedex regional offices and a network of independent global trainers.

- To manage the Sedex Training Team and Global training partners with clear vision and objectives.
- To develop a suite of delivery options to be considered "best in class" within the Responsible Sourcing sector.
- To lead the development and evolution of Sedex eLearning platform with a combination of content from within as well as 3rd party stakeholder collaborations.
- To provide timely and specific content to support industry focus areas such as Modern Day Slavery and case studies on Sustainable Development Goals
- Proactive development of training partnerships with 3rd party providers and collaborations to enhance Sedex training materials to members across 4 pillars
- Together with HR team, develop internal employee training and inductions to Sedex.
- To reflect the global membership and provide training solutions appropriate to local needs and translated as appropriate.
- To manage and personally deliver SMETA training courses and webinars, including some international face to face delivery.
- To continually review and develop Sedex product training courses including; Sedex Advance, Sedex e-Learning, Self-Assessment Questionnaire, Risk Assessment Tool, Data Monitor, Member Directory, Offline Audit Tool.
- To create timely and engaging training materials to launch and embed new products and services.
- To deliver a monthly training report to highlight the provision and utilisation of all Sedex training courses and to act upon the insights to continually develop the programme.
- To undertake regular competitor reviews on their offers training portals / materials and ensure Sedex training programme is fit for purpose and industry leading.

## KNOWLEDGE, SKILLS & EXPERIENCE

*Without considering your individual background, please indicate the type of skills, qualifications, training and experience necessary to perform the job effectively*

### **KNOWLEDGE**

- Proven experience of leading a Training team.
- A practical understanding of varied learning techniques e.g. webinars , face to face , elearning development.
- An understanding of the latest development and trends in training
- Tailoring the message delivery to the needs of the different levels of membership and staff training.

- (Ideally) knowledge of Responsible Sourcing/Sustainable supply chains and understanding of ethical trade and social audits.
- (Ideally) knowledge of auditing methodologies and Risk Management Programs.
- (Ideally) awareness /use of Sedex products.

#### **EXPERIENCE**

- Minimum 5 years training delivery
- Experience of managing a small team
- Experience of using and updating a Learning Management System
- Creating training materials (PowerPoint presentation or similar) and e-Learning courses

#### **SKILLS**

- Excellent and engaging communicator and presenter
- Bring in new approaches for training delivery
- Mindset of continuous improvement in training
- Highly organised, excellent time management skills
- Team leadership and coaching
- Defining and leading projects with strong team work and influencing skills.
- Team player with the ability to work with other departments to achieve objectives
- Fluent in Microsoft Office packages, especially Excel, Word and PowerPoint
- Being multilingual would be highly advantageous (but not essential)
- Demonstrate the Sedex values – service orientated, quality driven, collaborative, a simplifier and takes responsibility

## **RESPONSIBILITY & DECISIONS**

*Describe the level of freedom given to the role in order to make decisions, and the impact that such decisions may have on the organisations outputs.*

Please indicate:

- Decisions where there is discretion to make and which are regularly made
- Decisions normally referred to a supervisor before action
- Impact (improved service, increased efficiency, etc.)

#### **Responsible for:**

- Setting direction to team and fit to company strategy
- Creating and managing the training workplan and its development
- Managing communication and expectations from team to key stakeholders
- Manage and prioritise own and team's workload
- Manage the Sedex Trainer's development through regular one-to-one meetings and coaching
- Liaise with local teams and other Sedex departments to identify training needs and trends within the business, industry and membership
- Management reporting of KPIs, team performance and impacts of training
- Ownership of the Learning Management System 'Sedex e-Learning' and

- training content
- Lead / contribute on SSF Workgroup 'Training and Capability Building' as required
  - Engagement with external Stakeholders and partners
- Contributes to:**
- Recommendations for investment
  - Input to broader Sedex strategy
  - Recommendations for new partner collaborations
- Collaborating with internal Stakeholders:**
- Collaborate with Marketing and Responsible Sourcing Team regarding partner content for Responsible Sourcing / Sustainability Training
  - Support Responsible Sourcing Team with partner webinars
  - Collaborate with Contact Centre, Business Development and Account Managers on member feedback and creation of training
  - Collaborate with all departments on induction for new starters

## DECLARATION

*This is a description of the job as it is at present. It is the practice of Sedex to review job descriptions regularly to ensure that they relate to the job as is being performed or to incorporate whatever changes are being proposed.*

This review will be carried out by the Director/Manager in consultation with the jobholder, who will be expected to participate fully in such discussions. It is the aim to reach agreement to reasonable changes, but if agreement is not possible the Director reserves the right to decide on changes to the job description proportionate with the job-holder's position in the organisation.

<b>Completed by</b>	Name (Director/Manager) <b>Mark Sugden</b>	Signed	Date
	Name (Staff Member)	Signed	Date
<b>Date of Review</b>	Signature (Staff Member)	Signature (Director/Manager)	Date

	Signature (Staff Member)	Signature (Director/Manager)	Date
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