

Professional Development Director - Bowles

Application Process

Please submit a letter of application explaining why you want this job and your suitability for this role - breaking down how you meet the criteria set out below. Enclose a CV. Applicants who only send a CV will not be considered.

Job description

The purpose of this role is to maintain and to build upon the success of our Professional Development department. The aims of this department are:

- to provide a range of training solutions for clients from fire and rescue services to school leadership teams to FTSE 100 companies
- To generate a surplus to support our charitable work with young people

A secondary aim for this role will be to contribute to our longer term strategy to develop new clients and products which support our charitable aims. This will include delivering training solutions to the children's workforce and developing new training products for organisations which contribute to their CSR policies.

Specific Responsibilities of this post are:

1. Lead the Professional Development (PD) team
2. Generate and convert sales leads
3. Ensure effective account management and development
4. Create new opportunities by innovation and product development
5. Act as line manager to PD staff
6. Ensure the effective marketing of PD
7. Oversee the administration of PD courses
8. Plan and monitor the ongoing training and development of PD staff
9. Manage and maintain a high quality team of associate staff
10. Monitor and develop the quality of PD courses run by Bowles staff and sub contracted associates
11. Develop an evaluation strategy which contributes to continual improvement in product and service quality
12. Contribute to the PD strategy
13. Act as trainer/facilitator on PD courses when appropriate
14. Be a valuable member of Bowles' senior management team

Much of the client liaison and business development work will involve meeting clients and the post-holder is expected to spend significant time out of the office to achieve sales targets. There will also be some antisocial hours in the evenings, public holidays and occasionally at weekends.

Person specification

Essential

Experience

- Significant experience (ideally 5+ years) of designing and delivering high quality and effective training at all levels and across functions
- A proven track record of successful sales in the training, education, leisure, or other relevant service industry
- A track record of effective account management
- Management experience

Knowledge

- Knowledge of the target market (you will be expected to contribute to future strategies to fit with the aims of the organisation)
- Understanding of the issues that companies face and how learning and development interventions contribute to improved performance
- Lead generation and sales strategy (How did you generate leads in your current/previous roles)

Key Skills and Attributes

- Empathy with the aims and objectives of the charity
- Exceptional client relationships (account management)
- Closing skills
- Enthusiastic and professional manner
- Passionate about the benefits of effective training
- Proactive communicator
- Strong team player
- Excellent networking skills
- Exceptional customer service skills
- Strong written & verbal communication skills internal and external
- The ability to produce high quality proposals
- Ability to produce high quality sales and marketing material
- Good IT skills - Word, Excel, Access, PowerPoint
- Ability to manage a client database (CRM)

Desirable

- Track record of winning public sector tenders
- Knowledge of *experiential* or *action* learning
- Experience of CPD within the children's workforce
- Experience of Corporate Social Responsibility
- Senior management experience
- Qualified to deliver ILM or CMI courses