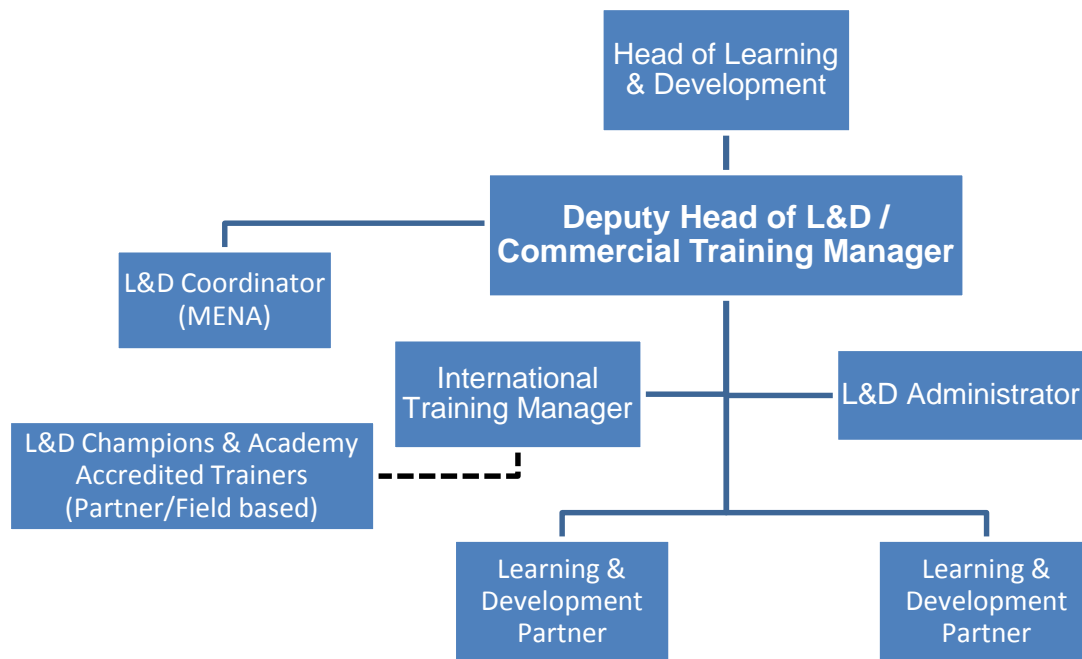


Islamic Relief Academy

Deputy Head of Learning & Development / Commercial Training Manager

BASE LOCATION:	Birmingham UK
REPORTING TO:	Head of Learning & Development
LINE MANAGEMENT RESPONSIBILITIES:	L&D Coordinator (MENA) and L&D Partners
Departmental purpose: <p>Working in over 40 countries globally, Islamic Relief Worldwide has been established for over 30 years and has gained special experience and expertise to enable us to demonstrate much needed leadership in the aid sector. Having long-term perspectives in mind, in 2014 we made a strategic commitment to start a new phase within Islamic Relief Worldwide: Islamic Relief Academy.</p> <p>IR Academy has drawn upon the organisation's extensive experience of humanitarian aid, disaster relief and development work and harnessed its diverse knowledge base, skills and expertise, to provide a centre of excellence in the development of humanitarian sector professionals. IR Academy is envisioned to be a hub where humanitarian and development theories and practice are studied, examined and developed.</p> <p>As a centre of excellence to train our global workforce through our Learning & Development department, our mission is to build and improve capacity throughout the 43 countries of the Islamic Relief family. The L&D team regularly run courses and commission training delivered in the Academy and also travel internationally across the IR family to deliver training.</p> <p>At the same time we seek to make a significant contribution to the whole sector, by offering a credible Islamic perspective on emergency relief and development. Longer term, the aim is to develop future leaders in the aid sector, not only individuals but entire organisations and future generations.</p>	
JOB PURPOSE: <ol style="list-style-type: none">1. Ensure all IR staff globally have access to the learning and knowledge they need to perform in their roles to the best of their ability, through the management and promotion of the systems and processes by which individuals and the organisation learns.2. Promote IR Academy sustainability by promoting Learning and Development activities to external customers and building relationships which provide the Academy with steady income.	
Reports to: Head of Learning & Development	
Responsible for: L&D Coordinator (MENA) and some of Academy-based L&D team	



KEY WORKING RELATIONSHIPS

- As Deputy head of the department, close working relationships are essential with the Head of L&D and the rest of the L&D team
- Leading on commercial training, close working relationships are essential with Business Development, Marketing, the L&D Coordinator based in the MENA region and with potential clients and donors
- As a result of the identified learning needs, when targeted design and delivery of learning initiatives is agreed, coordination of the required trainers. This can be any mix of Academy trainers, IR subject matter experts, in-country or in-region Academy Accredited Trainers or external consultants commissioned for the purpose.
- Coordination with L&D admin of the production of learning materials for training
- Contact with external providers to source potential training courses
- Contact with external trainers/consultants with a view to their potentially being vetted to be added to the Approved List
- Regular liaison with the pool of external trainers/consultants on the Approved List
- Contact with other INGOs to support good practice internationally
- Regular liaison with key staff from other INGOs to promote our products internationally

SCOPE AND LIMITS OF AUTHORITY

Scope of the Role:

Reporting to the Head of Learning & Development, as Deputy Head this role will deputise in his absence and will represent the Learning & Development (L&D) department in meetings, etc. when needed. The role will be expected to regularly input into budgetary and line management decisions and, alongside the Head of L&D, to manage the L&D team through the full learning cycle across the global organisation.

Working closely with the Academy's Business Development department, Marketing and the L&D Coordinator (MENA), as Commercial Training Manager this role will manage all income-generating L&D work in the Academy, the UK and overseas. To ensure financial sustainability, the Academy is increasingly involved in commercial work. Although new to this work, to date L&D has been the main player in this and the Middle East is opening up as a big market. It is envisaged that income can be generated from:

- overseas capacity building projects for NGOs and CSOs, funded by a donor or paid for by users
- courses exclusive to a client's workforce, either in the Academy or at a venue of a client's choosing in the UK or anywhere in the world
- open courses (i.e. spare places for external customers on Academy courses for the IR workforce)

As Commercial Training Manager, this role will manage projects once the new business has been secured and is moving into implementation. With a contract agreed, this role will source the required courses (if needed), will source trainers and will manage the logistics for the training with the in-country help of the L&D Coordinator (if in the MENA region).

As Deputy Head of L&D, this role will not be dedicated exclusively to management. Learning & Development is a small team that necessitates flexibility and cross-support and this role will deliver courses in the Academy, in the UK and anywhere else required.

This role has the autonomy to design and develop initiatives and to plan their own work.

Responsibility for Resources:

Has responsibility for Learning & Development resources within own remit.

KEY ACCOUNTABILITIES

The job holder is accountable for fulfilling his or her role and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff.

1. Departmental Management

- Along with the Head of L&D, manage departmental staff, finances, resources and functions
- Assist the Head of L&D to manage and monitor departmental progress against set KPIs and strategic objectives
- Along with the Head and the L&D team, plan, monitor, update and evaluate the L&D plan and activities to ensure a quality service throughout the IR family and alignment with the wider organisational strategy and any changing circumstances.
- Alongside the Head of L&D, ensure that departmental staff are guided, motivated, developed and effective in their roles

2. Managing a comprehensive learning and development process

- Ensure that all staff globally have access to learning and development and are aware of what is available to them
- Through supporting managers and through direct implementation make the best effort to maximise the conduct of learning needs analyses throughout the IR family

- Ensure that learning interventions are prioritised in line with identified needs, are well designed and the evaluations consider whether or not those needs have been met.
- Ensure that learning interventions from external suppliers are sourced in a transparent and credible manner so that:
 - relevant procurement procedures are followed
 - the best possible value for money is achieved and ROI achieved
- Assist with the development and delivery of L&D training
- Ensure that all learning interventions are managed effectively
- Monitor and evaluate face-to-face and distance learning interventions to ensure that objectives have been met
- Along with the rest of the L&D team, act as an internal consultant to provide support and advice to the Islamic Relief Family on learning and development, along with advice and solutions that bring about positive changes to the way IR staff work

3. Recruit external trainers for adding to the pool of Approved Trainers

- Manage the pool of Approved Trainers
- Network and be active in sourcing external trainers with a view to potentially adding to the pool of Approved Trainers
- Interview and assess potential external trainers for suitability to work for L&D on external commercial activities and possibly training internally with IR staff
- When a suitable trainer has been identified, liaise with Procurement to have him/her security vetted and, if they pass, add them to the Academy's Approved List

4. Academy income generation and commercial training

- Lead on the commercial activity for the L&D department and, through the work of the L&D extended team, generate and increase income streams for the Academy
- Work closely with Business Development and the L&D Coordinator (MENA) on identifying and targeting new clients and new sources of funding
- Assist Business Development in preparing proposals
- When new business is won, manage implementation of training projects to ensure that all interventions are managed effectively
- Manage the design and development of new courses for external customers as needed, in conjunction with Business Development
- At the completion of implementation of L&D projects, provide reports (narrative and financial) to donor/client.
- Ensure that quality learning events are taking place which meet customer's expressed needs
- Line manage the L&D Coordinator (MENA)

5. Information management and development and dissemination of learning & development policies and procedures

- Manage and maintain all learning and development records to ensure they are up to date and accurate
- Develop and deliver management information reports to track and benchmark learning and development delivery, participation, costs and benefits
- As part of the L&D team, lead on the development of appropriate policies, procedures and associated toolkits

6. Promote and champion the work of the L&D team

- Work in a way that adds credibility to L&D, the Academy and to Islamic Relief and promotes productive relationships with external agencies
- Lead and contribute to the promotion of all courses to encourage staff to take up appropriate learning opportunities
- Take part in any cross-organisational groups which are appropriate to the job role
- As and when appropriate (e.g. to deliver training), travel to Field and Partner offices
- Build and maintain relationships with peer organisations including visiting and hosting meetings to improve these relations.
- Internationally promote and market the Academy's products in the Humanitarian sector
- Maintain a level of continuous professional development that sets an example to others and ensure the department is using current agreed best practice as well as being aware of new developments in the sector.

7. Any other duty assigned as per requirement of the IR Academy.

PERSON SPECIFICATION

It is essential that the post holder shows a good understanding and sympathy with the Islamic values and principles as well as commitment to Islamic Relief Worldwide's vision and mission.

Essential:

Knowledge, Skills and Qualifications

- Credible trainer able to deliver engaging and participative training to both small and large groups
- Proven ability to analyse both group and individual learning needs
- Knowledge of and experience in the principles and methods for measurement and evaluation of learning interventions
- Demonstrable ability to provide quality engaging presentations
- Knowledge of the humanitarian sector and the various INGOs and other agencies both in the UK and abroad
- Ability to organise, prioritise and work efficiently under pressure and subject to changing priorities
- Proven experience in managing multiple projects, meeting deadlines, and using judgment and initiative in problem resolution

- Excellent communication and interpersonal skills
- Excellent written and spoken English
- Has good working knowledge of Arabic, adequate to negotiate with native speakers and to deliver training in Arabic
- Excellent levels of computer literacy in Office software, together with an ability to learn new applications quickly.
- A qualification in training/teaching or related field
- Ability to respond to a dynamic and changing environment
- Proven ability and experience in analysing data which enables sound conclusion and recommendations to be drawn
- Demonstrates the flexibility and energy that is required for a high level of self-management and awareness

Experience

- Experience in modern participative training design for both small and large groups
- Substantial experience of developing and delivering learning interventions that are proven to be effective
- Has designed and delivered courses in English and in Arabic
- Experience of working within humanitarian and development sector
- Proven record of excellent interpersonal skills with strong communication skills at individual and group levels
- Practical experience of managing people (including remote or virtual teams)

Personal Qualities

- Must be willing and able to travel in UK and to fly internationally
- Aptitude for quickly grasping new technical concepts
- Well-developed interpersonal skills

Desirable:

- A management qualification
- Understanding and experience in facilitating learning amongst different cultures
- Experience of working in a field office and/or on humanitarian programmes
- Experience of business development, marketing, sales or related activity
- Experience of commercial training
- Knowledge and experience of training at a field office level
- Understanding of international humanitarian standards such as CHS, SPHERE, etc
- Working knowledge of French

Signed by: _____ (Direct Line Manager)

Signed by: _____ (Divisional Director