

Job Title	Workplace Learning Manager
Location	Skanco Court, Cooil Road, Douglas
Reports To	Head of Services
Management responsibilities	Yes, direct reports
Employment	Part Time – hours to be agreed
Salary indication	£38,000 - £45,000 pro rata

About us

Minds Matter and Isle Listen are charitable initiatives of MCH Psychological Services, which is an Isle of Man registered charity that can trace its roots back to 1983. We aim to become the champions of mental health on the Isle of Man from low-level early intervention positive mental health support and training through our Isle Listen brand, to the more complex needs around cancer and life-changing illnesses through our Minds Matter brand.

Role overview

This role is important to our planned growth, and our workplace mental health training is a key part of the charity's income generation activity. Reporting to the Head of Services and working with the Head of Marketing and Income Generation, you will work to meet and exceed income targets by acquiring, nurturing, and growing corporate relationships, by leading the development and delivery of our workplace mental health training programme to local businesses and corporate institutions.

It's an exciting time to join our team and make a big difference to a growing charity, and the role will suit someone who is passionate about mental health, is able to champion the work of the charity and is enthusiastic about developing relationships and partnerships. A key part of the role will be to develop awareness of the mental health challenges and importance of wellbeing across as many corporate sectors as possible.

About you

Ideally, you will hold, or be working towards, a recognised qualification in learning and development or education, e.g. CIPD, PG Diploma or Cert Ed and you will already know how to build relationships to provide clients with an excellent experience when interacting with the charity. You will be a strategic thinker, confident communicator and have excellent relationship management and interpersonal skills and can comfortably network and engage at all levels. You will have experience of achieving targets and growth, enthusiasm and drive and a flair for motivating others. As you will travel to multiple locations across the Island, a full clean driving licence is essential. You will also understand the importance of teamworking and will need to be flexible and adaptable to the needs of the organisation, occasionally working unsociable hours.

Other requirements

- Satisfactory Police check
- Isle of Man Worker
- Pre-employment checks

MINDS MATTER & ISLE LISTEN

01624 679544 | info@mindsmatter.org.im | The Old Schoolhouse, Cronkbourne, Isle of Man, IM4 4QH
mindsmatter.org.im | islelisten.im

Responsibilities

This is not an exhaustive list, and you will be expected to show flexibility and assist with other tasks of a similar nature as required.

- Lead the development and delivery of high-quality mental health and wellbeing training content to local corporate institutions to meet and exceed agreed workplace training income targets
- Organise training by demonstrating flexibility to meet a corporate client's needs, which can include delivery at weekends and evenings when a training course dictates, to meet as wide an audience as possible
- Relationship management of and effective communication with corporate training clients
- Development of new corporate relationships to achieve growth in our workplace mental health training offering - building for the sustainable future of the charity whilst also meeting the current year's income targets
- Represent the organisation at key external events, as agreed in advance
- Monitor, evaluate and report course effectiveness to clients and senior leadership team, identifying any areas of opportunity or concern
- Assisting with other internal income generation and marketing initiatives as required, which can include some evenings and weekends
- Report on business development activity and areas of potential concern/advantage to the senior leadership team

Measures of Success

- Meeting existing training income targets
- Growth in corporate training income
- Increased number of new workplace training leads
- Healthy conversion rate from prospect to partner
- Retention of and increased support from existing corporate partners
- Positive stakeholder feedback

Experience

- Demonstrable experience of engagement with stakeholder groups and recruiting new business, in the field of relationship management or sales
- Experience of stewarding and cultivating relationships with senior stakeholder groups
- Demonstrable experience of meeting and exceeding income targets
- Ideally, you will hold, or be working towards, a recognised qualification in learning and development or education, e.g. CIPD, PG Diploma or Cert Ed

Skills

- Ability to maintain client confidentiality
- Collaborative, highly motivated strategic thinker
- Objective orientated
- Able to understand budgetary control, allocations, and expenses
- Strong interpersonal skills and emotional intelligence
- High level of self-awareness i.e. strengths, weaknesses, personal qualities and skills.
- Articulate, confident, sensitive and diplomatic with excellent written and oral communication skills
- Excellent time management: able to prioritise a varied workload
- The ability to understand and convey complex financial information, communicating to clients and senior leadership team
- Strong IT skills, including Microsoft 365 software and good working knowledge of CRM software
- A strong belief in the importance of mental health