

Our Mission

Mission: We are passionate about the transformative power of training, promoting equity of learning through expert, tailored, engaging and values-led training solutions.

Vision: We want to lead the way in revolutionising frontline services, through collaboration and community, to create a national standard of high-quality values-led training.

Our Values

Integrity | Excellence | Fairness | Collaboration | Innovation

Role Details

Job Title	Delivery Manager		
Reports to:	Partnerships & Delivery Lead		
Weekly Hours	40	Salary	£32,000 - £34,500
Job Type	Permanent	Location	Remote, with occasional travel required for meetings, training, team days

Main Duties

Job Overview

The Delivery Manager will provide managerial leadership for the operational delivery, quality assurance, facilitator workforce management and continuous improvement of Transform Your Training's training programmes. The role will ensure delivery is well planned, appropriately resourced, consistently high quality, values-led, trauma-informed, inclusive, and aligned with client requirements, contractual expectations and organisational priorities.

This includes line managing Delivery Coordinators and Learning & Development Facilitators, overseeing facilitator allocation, course development, course tailoring, facilitator recruitment and onboarding, ongoing facilitator support, delivery systems, and quality assurance activity across the delivery team.

Delivery Coordinators and Learning & Development Facilitators will carry out much of the day-to-day coordination, delivery and development activity. The Delivery Manager will make sure these areas are well led, planned, resourced, quality assured and

continuously improved, providing support, direction and appropriate challenge while escalating risks and decisions to the Partnerships & Delivery Lead where required.

Key Responsibilities

Line Management & Team Leadership

- Provide effective line management, supervision, coaching, and day-to-day leadership for the Delivery Coordinator/s and Learning & Development Facilitators.
- Support team members through regular check-ins, supervision, appraisals, workload planning, feedback, performance conversations, and development planning.
- Agree clear responsibilities, delegated tasks, priorities, and decision-making boundaries so team members understand what they own day to day and when issues should be escalated.
- Promote collaboration, accountability, knowledge sharing, continuous improvement, evidence-informed quality assurance, and a positive, inclusive working culture across the delivery team and wider organisation.

Facilitator Allocation & Delivery Planning

- Provide managerial oversight of facilitator allocations, ensuring the day-to-day process is well managed by the Delivery Coordinator, and facilitators are matched appropriately to sessions.
- Oversee enquiries, requests, delivery capacity, facilitator availability, utilisation and allocation records, identifying resourcing gaps and agreeing practical solutions.
- Escalate delivery risks, capacity issues, or quality concerns to the Partnerships & Delivery Lead where required.

Course Development, Tailoring & Quality Assurance

- Provide managerial oversight of course development and tailoring activity, ensuring the Learning & Development Coordinator manages the day-to-day process and that content is accurate, values-led, trauma-informed, inclusive, engaging, and aligned with Transform Your Training's methodology and quality expectations.
- Support the Learning & Development Facilitators and wider facilitator workforce to develop, review, and adapt training materials to meet client, learner, and sector needs.
- Use feedback, evaluation data, facilitator insight, client requirements, and internal quality checks to inform improvements to training content and delivery practice.

Facilitator Recruitment, Onboarding & Support

- Provide managerial oversight of facilitator recruitment and onboarding, ensuring processes are well coordinated and support organisational values, subject expertise, delivery quality, workforce needs and compliance requirements.

- Ensure facilitators receive ongoing support, guidance, communication, and opportunities to engage in CPD and facilitator community activity.
- Quality-assure facilitator practice by reviewing feedback, observations, support needs, learning from delivery, and agreed follow-up actions.

Systems, Processes & Continuous Improvement

- Oversee the development, maintenance, and improvement of delivery systems, templates, trackers, processes, and documented ways of working relating to allocations, course development, tailoring, recruitment, onboarding, and facilitator support.
- Work with colleagues across delivery, operational support, projects, and partnerships to ensure delivery activity is joined up, well communicated, and efficiently managed.
- Use delivery data, facilitator feedback, learner feedback, client feedback, internal quality checks, and regular updates to the Partnerships & Delivery Lead to identify trends, evidence impact, manage risks, and recommend improvements.

Delivery Quality, Reporting & Improvement

- Lead the quality assurance of training delivery activity, including facilitator practice, course materials, learner experience, feedback, evaluation insight, internal quality checks, and agreed improvement actions.
- Monitor delivery data, facilitator feedback, learner feedback, client feedback, delivery risks, and quality assurance activity to identify trends, evidence impact, manage concerns, and recommend improvements.
- Provide regular updates to the Partnerships & Delivery Lead on delivery performance, workforce capacity, facilitator allocation, quality assurance activity, delivery risks, facilitator support needs, and opportunities for improvement.
- Ensure learning from delivery is captured and used to strengthen practice, systems, facilitator support, training content, accessibility, consistency, and client and learner experience.

This job description is not exhaustive and may change as the needs of the organisation evolve.

Person Specification

Qualifications required

- Relevant qualification or equivalent practical experience in leadership, management, learning and development, training operations, project coordination, business administration, or a related field.
- Strong literacy and numeracy skills, demonstrated through qualifications, work experience, or equivalent experience.
- Leadership, management, training, learning and development, or project management qualification is desirable.

• Training 4 Influence qualification desirable. Candidates not already qualified must be willing to undertake the training following appointment as all TYT services follow the principles
Relevant knowledge and experience
• Experience line managing, supervising, coaching, mentoring, or developing staff, including supporting workload planning, prioritisation, feedback, performance conversations, and development planning. • Experience providing managerial oversight of training delivery, learning and development activity, workforce coordination, or complex service delivery, including setting expectations, monitoring quality, supporting delivery, and escalating risks appropriately. • Experience coordinating or providing oversight of facilitator, trainer, consultant, or freelance workforce allocation, recruitment, onboarding, ongoing support, and quality assurance. • Experience overseeing course development, course tailoring, training design, quality assurance, or review of learning materials for accuracy, accessibility, inclusion, and impact. • Confident using digital systems, trackers, records, Microsoft 365 applications, and reporting tools to manage delivery information, communication, scheduling, quality assurance and continuous improvement. • Knowledge of safeguarding, domestic abuse, EDI, frontline practice, trauma-informed approaches, and other Transform Your Training specialist subject areas would be advantageous.
Personal qualities required for the role
• Supportive, confident, and emotionally intelligent people manager who can guide, develop, and appropriately challenge others. • Highly organised, proactive, adaptable, and solutions-focused, with sound judgement when managing competing priorities, delivery pressures, quality concerns, risks and sensitive information. • The ability and confidence to work autonomously, managing competing deadlines. • Clear, warm, and professional communicator who can build positive relationships with colleagues, facilitators, clients, and partners, while managing work confidently in a remote environment. • Committed to high-quality, inclusive, trauma-informed, values-led training that makes a meaningful difference for learners, clients, and communities.