# Summary

Job Title:  **Training and Development Manager**

Location: **Union Street, Inverness**

Responsible to: **IBS CAB General Manager**

Salary: **IBS CAB Grade 7/8 £34,571 to £36,765 pro-rata**

Type of Contract: **Permanent**

Hours: **Up to 35**

Start Date: **Notice Dependent**

Closing Date: **Sunday 17th August 2025**

Interview Date: **TBC**

# About the job

The post holder will join the Senior Leadership Team at IBS CAB (reporting directly to the General Manager) and will have full responsibility for volunteer and staff training, development, quality, support and mentoring across the organisation. This role will line manage our casework services teams, supporting team leaders, empowering them to continue to develop their teams and providing support where performance issues have been identified. In addition, the post holder will undertake occasional Duty Manager duties.

# Job description

**Key responsibilities**

**Principle tasks and responsibilities**

* To oversee all training and development activities within the bureau, coordinating training requirements and delivering training when required.
* To support and line manage casework Team Leaders (x6) helping to develop their teams and their own personal development. To support with performance management issues when required.
* To coordinate the CAS Quality of Advice assessments, to ensure the necessary standards are met.
* In conjunction with the Advice Services Coordinator, recruit and manage a Trainer/Mentor role, which focuses on Frontline volunteer and staff development.
* Lead on preparation for achieving National Standards Accreditation.
* Occasional Duty Manager duties – safeguarding, fire responsible person, key holding.

The above job description is not exhaustive and is clarified and intended to include broad duties inherent of the post.

# Person specification

**Knowledge, skills and experience**

**Essential**

* A minimum of 3 year’s knowledge and practical experience in organising training, delivering content, appraising staff and having oversight of skills and development opportunities for staff and volunteers.
* Demonstrate a proven ability to successfully manage teams and evaluate performance, including performance management intervention when required.
* A clear understanding of quality of advice requirements and ability to ensure compliance with the same.
* A dynamic, positive, solutions focused individual who can prioritise, delegate and make decisions in a fast paced, complex work environment.

**Desirable**

* Experience of working within the voluntary sector, either paid or unpaid.
* Appreciation of the aims and principles of the CAB service.

**How to apply:**

Completed application forms (no CV’s please) to: [HR@Invernesscab.org](mailto:HR@Invernesscab.org)

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Interviews: **TBC**