Merseyside Society for Deaf People

JOB DESCRIPTION	
JOB TITLE	Training and Education Manager
REPORTS TO	Business and Operations Manager
HOURS OF OPERATION	35 per week Flexibility of service will include day and evening teaching to meet business demand.
SALARY	£27,000-£30,000 (depending on experience)

KEY PURPOSE AND RESPONSIBILITES OF THE ROLE

The Training and Education Manager will provide strategic and operational leadership for MSDP's training and education provision. This senior role holds departmental-level responsibility for ensuring the delivery of high-quality British Sign Language (BSL) and Deaf Awareness programmes that meet Signature standards and reflect best practice in teaching and learning.

The postholder will be responsible for curriculum quality, staff performance, and the overall effective management of the training department, ensuring that services remain responsive, inclusive, and aligned with the charity's objectives.

Key Responsibilities

- Lead the development, delivery, and continuous improvement of British Sign Language and Deaf Awareness courses across all levels, including the integration of e-Learning within a blended learning model.
- Deliver BSL and Deaf Awareness training.
- Ensure all curricula, assessment practices, and learning resources meet Signature requirements and meet internal and external quality assurance standards.
- Provide line management to BSL tutors, apprentices, and trainee tutors (where applicable), including recruitment, induction, supervision, performance management, and professional development.
- Oversee departmental operations and reporting, ensuring effective use of resources and training targets are achieved.
- Collaborate with internal teams and external partners to support business growth, learner engagement, and the wider delivery of interpreting and related services.
- Support business development and marketing initiatives to promote and expand the charity's training programmes.
- Lead or contribute to training-related projects, ensuring they are delivered on time, within budget, and to agreed quality standards.

Skills and Experience

Success in this role requires strong leadership and excellent communication skills, and a comprehensive understanding of BSL and Deaf Awareness training. The ideal candidate will have proven experience in curriculum development, staff management, partnership building and contributing to business development activity. Effective project management skills are also essential.

MAIN DUTIES AND PRINCIPAL ACCOUNTABILITIES

(a) Lead and manage the training department, including line management of BSL tutors and trainee/apprentice tutors, where applicable.

(b) Ensure the effective, efficient, and consistent delivery of high-quality British Sign Language and Deaf Awareness courses

(c) Deliver BSL and Deaf Awareness training.

(d) Ensure all courses meet recognised standards, awarding body requirements, and accreditation criteria.

(e) Monitor performance management, supervision, and ongoing professional development of all departmental staff.

(f) Lead the design, development, implementation, and regular review of BSL curricula and associated teaching and learning materials.

(g) Monitor teaching quality through lesson observations, learner feedback, achievement data, and performance outcomes.

(h) Lead on internal quality assurance processes and coordinate preparation for, and engagement with, External Quality Assurance (EQA) visits.

(i) Oversee learner journeys, including enrolment, induction, retention, achievement, progression, and progression outcomes.

(j) Evaluate the effectiveness, efficiency, and overall quality of teaching, learning, and assessment across the department.

(k) Ensure robust safeguarding governance within the department, in line with MSDP policies, procedures, and statutory guidance.

(l) Ensure Safer Recruitment practices are implemented and embedded across the department to support safeguarding at all stages of recruitment

(m) Participate in continuing professional development (CPD) relevant to the role and organisational priorities, including ongoing development of BSL communication skills.

GENERAL OBLIGATIONS

Statutory Requirements

Ensuring that statutory provisions are met, and the standard and quality of support provision meets national/regional standards and organisational policies, procedures, and guidelines.

Ensuring that statutory requirements defined by law are enforced to enable a safe working environment.

Ensuring that mandatory requirements determined by MSDP, local and national guidelines and relevant policies and procedures are enforced to support safe provision of service provision.

Ensuring that skills and training is undertaken by all departmental staff to maintain and develop practice safely and competently, including personal development.

Safeguarding
The post holder is accountable for:

- Promoting and safeguarding the welfare of vulnerable adults accessing services and children may come into contact with.
- Takes action and raises concerns.
- Forms appropriate relationships with those they care for and maintains professional boundaries in their work.
- Works within organisational policies, procedures, and guidance.
- Is committed to demonstrating the organisations values and behaviours in their work.

PERSON SPECIFICATION		
Essential	**Desirable**	**Application/ Interview**
Qualifications • Native Deaf BSL sign user or near-native proficiency (Level 6 or equivalent). • Teaching Qualification: (e.g., PTLLS, AET, PGCE etc). • Knowledge of awarding body requirements (i.e. Signature or equivalent)	• Signature Level 6 qualification or equivalent. • PGCE Teaching qualification • Experience teaching Level 6 BSL courses • Willingness to learn British Sign Language (BSL) level 6, if not already proficient	A/I
Experience Proven experience and strong track record in: • Experience delivering BSL courses or working within Deaf education/training. • A minimum of three years' experience teaching BSL levels1- 4. • Quality assurance of curriculum design and delivery of high-quality BSL and Deaf Awareness courses. • Experience of teaching and supporting adults to learn BSL levels 4-6	• Experience of managing accredited programmes and/or training departments. • Experience of teaching higher levels of BSL (level 6). • Experience of teaching and supporting adults to learn BSL level 6 • Experienced internal verifier assessing BSL level 6.	A/I

• Experienced internal verifier assessing students BSL levels 1-6. • Analysing student evaluation and satisfaction surveys.		
Knowledge and Skills Proven experience and strong track record in: • Teaching BSL to adults • Excellent communicator- both signed and spoken/written English. • Organised and self-motivated • Ability to communicate effectively internal and external to the organisation.	• A leadership/management qualification. • Technical proficiency. • To comfortably deliver online sessions via virtual learning platforms (i.e. Google Classroom) - or willing to learn. • Ability to use Client Record Management system- or willing to learn.	A/I
Personal qualities • Flexible and adaptable with a problem-solving attitude • Ability to work independently and manage time effectively • Commitment to equality, diversity, and inclusion • Commitment to the values and mission of the organisation • Participation in sector networks or forums • Flexibility to travel to deliver training services. • Ability to drive and have access to a vehicle.		A/I
Safeguarding • Requirement to perform role in relation to working with vulnerable people/adults at risk • Safeguarding knowledge and understanding and application of safeguarding referrals. • Takes action and raises concerns. • Maintains professional boundaries in their work. • Works within and leads on organisational policies, procedures, and guidance.		A/I