

## Training Manager

### Job Description and Person Specification

**Job Title:** Training Manager

**Reporting to:** Director of Fundraising & Operations

**Location:** ORCA Offices, Portsmouth

**Term:** Full time (37.5 hours a week)

**Salary:** £28,000 per annum

**ORCA's Purpose:** ORCA is one of the UK's leading whale and dolphin conservation charities with a mission to give everyone who cares about whales and dolphins an active role in safeguarding their future. They have coordinated an international network of volunteer citizen scientists since they were founded in 2001, using ferries and cruise ships as platforms of opportunity to collect critical data about whales, dolphins and porpoises. ORCA delivers a programme of innovative education and outreach both at-sea and on land.

**Role Summary:** The Training Manager role is a dynamic position at ORCA, and the successful candidate will develop and deliver training programmes that inspire diverse audiences to support whale and dolphin conservation with the organisation. This role encompasses the creation, development, promotion and delivery of online training courses (delivered via an e-learning site and live via Zoom) about marine mammal identification, biology and conservation. This role includes the delivery of our Marine Mammal Surveyor and OceanWatchers courses to the general public, and the delivery of our Vessel Strike Mitigation and biodiversity monitoring training programmes to seafarers and shipping companies. The Training Manager will manage our e-learning platform, create engaging training content, and manage the administration of course attendees. This role demands a passionate and enthusiastic communicator with a flair for managing digital systems and creating efficient, impactful training programmes.

#### **Roles and Responsibilities:**

- Lead ORCA's training programmes and platforms, taking overall responsibility for the development and maintenance of training programmes across a variety of stakeholders, working with experts internally and externally to ensure content remains of the highest quality and can deliver at the standards required to meet ORCA's conservation vision
- Taking participants on a journey from novice to conservation expert through online training courses; from promotion, administration, course development and delivery to developing feedback mechanisms to ensure continuous course and training content improvement
- Develop new courses on appropriate topics, such as marine mammal biology, identification and conservation; ensuring all courses are engaging, interactive, accessible and catered to all learning styles and audiences
- Managing the development and delivery of ORCA's citizen science e-learning courses to train volunteers to become experts in collecting high quality data from platforms of opportunity
- Developing and delivering ORCA's seafarers training and conservation programmes, including ORCA's vessel strike mitigation training course and seafarers biodiversity monitoring programmes (OceanWatchers)

- Oversee the management of ORCA's e-learning platform alongside our website developers. This includes platform maintenance and technical support to ensure a seamless and professional learning experience for on-boarding volunteers
- Managing the administrative side of the training courses; keeping accurate records of course attendees, course completions and certificates and ensuring accurate records are updated on ORCA's CRM system
- Respond to enquiries from the general public about ORCA's training courses
- Support and coordinate the development and delivery of training specific to ORCA's conservation initiatives and programmes and to work closely with the whole ORCA team to identify new education and training courses and resources
- To deliver other reasonable duties as required by the organisation

**Person Specification (E= Essential, D= Desirable)**

<b>Experience and knowledge</b>	
Proven experience in education, training development and/or community engagement	E
Experience and proficiency with the creation and maintenance of learning management systems and educational content	E
Experience of providing excellent customer service	E
Experienced in confidently and enthusiastically delivering presentations face-to-face and online	E
Strong understanding of citizen science, marine conservation and cetacean biology	D
Passion for wildlife and conservation of the natural world	E
Experience in event management	D
Good knowledge of the array of threats facing marine mammals	D

<b>Skills and Abilities</b>	
A confident communicator with excellent written and verbal communication skills – an excellent public speaker	E
A creative and engaging trainer, with the ability to communicate complex concepts to varied audiences	E
A systems thinker, who is able to use various platforms to design engaging training content matched to a variety of learning styles	E
Excellent organisational skills, including experience of working on numerous tasks in parallel	E
Ability to converse, build strong relationships and work with people from a variety of backgrounds	E
Excellent I.T. skills	E
Excellent organisational skills	E
Excellent administration and record keeping skills	E
Ability to work effectively using own initiative and in a team environment	E
Excellent attention to detail	E
Knowledge of marine mammal survey techniques	D

<b>Attitudes</b>	
Self-starter with strong self-motivation, energy and drive	E
Willingness to work occasional evenings and weekends when required	E
Team player: someone who is open and who is able and willing to deliver beyond a personal brief	E
Takes responsibility for own areas of work – is conscientious and uses initiative	E
A flexible and adaptable approach to work with a willingness to work within changing priorities	E
Positive and enthusiastic	E
A commitment to the aims and objectives of ORCA	E