

Training Manager



Department:	Training
Location:	Lutterworth (Office Based)
Hours:	Full-Time (Mon-Fri, 9am - 5pm)
Start:	ASAP
Reporting to:	Head of Training
Salary:	£35,000 -£39,000 dependant on experience

About the Role

The Training Manager plays a pivotal role in delivering a high-quality, customer-focused training service by planning, developing, and delivering programmes that meet organisational and industry goals with professionalism and integrity. The role ensures training excellence through expert assessment of training needs, continual refinement of materials, effective coordination across multiple delivery formats, careful budget management, and robust evaluation of outcomes. Working closely with senior leaders, managers, and external providers, the Training Manager aligns training strategy with wider business objectives while overseeing enquiries, front-of-house interactions, and complaints management to uphold service standards. Key responsibilities include setting course prices and promotions, managing subcontractors to bring specialist expertise or additional capacity, supporting new business initiatives, and leading, mentoring, and developing team members. Through strong leadership and a commitment to integrity and customer value, the Training Manager helps position Elmhurst as the preferred and most trusted provider of building energy rating training.

Key Responsibilities

Leadership & Management

- Lead, manage, and mentor team members to maintain a high-performing, customer-focused training function.
- Champion professionalism, integrity, and high standards across all training operations.
- Ensure optimal use of training assets, facilities, systems, and staff.

Training Strategy & Delivery

- Plan, develop, and deliver training programmes that align with organisational and industry goals.

- Assess training needs and update training materials to ensure accuracy, relevance, and quality.
- Coordinate training delivery across multiple formats, including classroom, online/remote and on demand Learning Management System (LMS)
- Support the development and launch of new training products and business initiatives.

Customer Experience & Service Delivery

- Oversee enquiries, reception, front-of-house services, and complaint handling to ensure a professional, customer-centric experience.
- Maintain the highest standards of integrity and fairness in managing customer feedback and complaints.
- Promote Elmhurst's training services and uphold the organisation's reputation for expertise and professionalism.

Commercial & Operational Management

- Set training course prices and oversee promotional activities to maximise revenue and market engagement.
- Manage training budgets efficiently, ensuring value for money and cost-effective delivery.
- Recruit, contract, and manage subcontractors who provide specialist skills, proprietary materials, or additional delivery capacity.
- Work collaboratively with senior leaders, managers, and external partners to ensure training supports broader organisational objectives.

Stakeholder & Market Engagement

- Act as a business advocate for Elmhurst, representing the brand professionally across the industry.
- Strengthen relationships with external providers, partners, and stakeholders to enhance Elmhurst's market position.
- Contribute to maintaining Elmhurst's reputation as the preferred and trusted provider of building energy rating expertise.

About you

People are what make Elmhurst great. It is the drive and commitment of our people that creates our success, which is why we focus on recruiting and developing the best talent.

We are seeking an individual who possesses a strong 'Can-Do' attitude, willing to go the extra mile to provide a positive customer experience.

Our Ideal candidate will have:

- Minimum of 2 years experience in a training or education management role.
- Experience working with awarding bodies and qualification standards.
- Excellent written and verbal communication skills.
- High attention to detail and dedication to customer service.
- Strong organisational, time management and leadership skills.

Preferred (but not essential) skills and qualifications:

- Knowledge of energy assessment and retrofit schemes (e.g., EPCs, DEC, SAP, Retrofit Assessor, Retrofit Coordinator etc.).
- Experience working within an accreditation or certification body.
- Familiarity with relevant legislation (e.g., safe guarding, GDPR, consumer protection laws).

Application process

- Our preferred application route is through our careers page on our website.
- Alternatively you can send your CV with introduction to hr@elmhurstenergy.co.uk



First Stage

We like to start with an initial 10 to 15 minute telephone conversation. This will cover the basics and make sure the role is what you are looking for and is worth pursuing further for both of us.



Interview

Successful candidates will then be invited to attend an interview. We prefer this to be in person at our Lutterworth office.

Benefits

As well as being part of a great team, here are some of the other great benefits of being a part of the Elmhurst team.



Competitive Salary

Opportunities for growth in pay and company bonus

Health & Wellbeing

Private medical cover and BUPA cash plan available

Development Opportunities

We invest in training to help our people develop and grow

Flexible Working

We have adapted to hybrid working (dependant upon role)

Holiday Purchase

Opportunity to purchase holidays in addition to our 25 days

Social Events

Our social committee arranges regular team activities