

<b>Reports to:</b> People Development Lead Consultant	<b>Responsible for:</b> N/A
<b>Date:</b> May 2026	<b>Salary:</b> £32,612 FT or P/T Equivalent
<b>Location:</b> Ambleside	<b>Contract:</b> Permanent

### **Role and Responsibilities**

To be an outdoor experiential learning and development consultant, and trusted client partner, creating high quality, bespoke, development programmes that meet the specific needs of Brathay’s clients.

Key Tasks
<p><b>Programme Development and Delivery:</b></p> <ul style="list-style-type: none"> <li>• Designs and delivers high-quality experiential learning programmes which promote wellbeing and develop knowledge, skills, attitudes, and behaviours related to client and programme needs</li> <li>• Works collaboratively to identify client objectives, designing outcome focussed programmes that ensure client satisfaction</li> <li>• Develops and maintains high quality learning and facilitation in delivering creative and innovative programmes</li> <li>• Leads programmes as a Course Director, encouraging and directing their delivery team, ensuring consistency and quality of delivery</li> <li>• Liaises effectively with the Operation Managers, other staff and visiting staff/leaders with regards to course requirements</li> <li>• Models professional best practice when delivering or supervising outdoor activities and projects in line with Brathay’s values</li> <li>• Ensures programmes are designed with evaluation in mind and captures evaluation data without exception</li> <li>• Confident designing and delivering programmes that may be residential, hybrid or digital, on site or off-site in locations in the UK and abroad</li> <li>• Undertakes their responsibilities for health and safety effectively to meet the expected policy standards including diligent use of accident, incident and near miss reporting</li> </ul>
<p><b>Client Relationship and Business Development:</b></p> <ul style="list-style-type: none"> <li>• Builds and maintains quality relationships with key clients, partners, and relevant associations and learning providers</li> <li>• Owns a number of clients in different sectors enabling the team to reach or exceed their income target</li> </ul>

- Works with the team to deliver quality programmes that enables Brathay to maintain and grow its base existing client business
- Proactively engages with the latest practices and theories, challenging Brathay to stay current and relevant, and ensuring the impact and innovative nature of our programmes drives new enquiries
- Works in collaboration with People Development Lead and Business Development Lead to engage with and win new business
- Engages with appropriate bodies to ensure Brathay brand prominence, acts as an ambassador for the organisation and its values

**Quality:**

- Supports and promotes all relevant Brathay quality and operating standards, processes, and procedures, including provision of relevant reports
- Ensures delivery is in line with industry accreditation and standards (ILM, CMI, Apprenticeship, etc.)
- Delivers work in line with agreed budgets and timescales
- Contributes to the on-going improvement and development of training resources, activities, and practice based on evaluation feedback and market intelligence

**Personal Contribution:**

- Contributes to the improvement of the team competence, by interpreting market intelligence and identifying areas of development
- Engages with research and looks to use it appropriately and innovatively in programmes to ensure ongoing relevance
- Develops themselves to support personal ambitions and ensure their practice is up to date and relevant
- Represents Brathay as a whole and works in a way that aligns with our values and behaviours, promoting our culture

**Miscellaneous**

In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.

## **Skills and Experience:**

### **Essential**

- Has exceptional facilitation skills and is experienced at facilitating groups at all levels within organisations across a variety of industry sectors
- Understands and can apply different learning methodologies to ensure learning takes place
- Demonstrates high energy, positivity, innovation, and a strong commitment to the value of learning and development in people and organisations
- Proven training delivery experience including behavioural development e.g., teamwork, leadership, coaching etc.
- Understands relevant training techniques in experiential learning such as reflective practice, emotional intelligence, challenge by choice and nature as co-teacher
- Understands and applies rigorous evaluation methods and techniques to programmes
- Experience of training and coaching with individuals, groups, and large groups (30+)
- A proven track record of designing learning programmes that apply creative methods of learning, ensuring opportunities for learning transfer to take place
- Experience of using digital tools to enable remote delivery
- Successfully builds rapport and creates a positive learning environment for all
- Has the ability to demonstrate empathy with learners whilst being able to challenge perceptions and move people and organisations forward
- Understands the work environment within large organisations and has experience of working in a commercial environment
- Demonstrates an organised and planned approach to account development resulting in growth
- Is knowledgeable about current thinking and the challenges facing organisations across a number of sectors in relation to how they develop, grow, and retain their people
- Evidence of strong relationships and the ability to build relationships across a diverse range of people/businesses

### **Desirable**

- Has managed other trainers in the delivery of large development programmes
- Experience of working in a commercial organisation, with a perspective on the commercial demands and drivers of client companies
- Consultancy-related experience e.g., assessment centres, competency design, one to one coaching, change management, lean manufacturing processes etc.
- Demonstrable project management experience

- Experience of developing external client relationships, growing volume and/or scope of business
- Has experience of Cinolla as a booking and CRM system

## **Education and Qualifications:**

### **Essential**

- Educated to degree standard or equivalent and/or has substantial work experience in similar role
- Competent IT skills, particularly Outlook, Word, Excel, and SharePoint, with ability to work within cyber security guidelines and with the drive to develop ability further
- Understanding of GDPR regulation and experience of working within guidelines
- Can evidence a range of sector specific qualifications that enhance personal practice
- Commitment and track record of consistent personal development
- 16 Hour First Aid

### **Desirable**

- Qualified to deliver specific training techniques e.g., NLP, MBTI, Coaching
- D1 (Minibus) Licence
- MHFA Qualification
- Safeguarding Level 3

## **Limits of Authority**

Limits of financial authority are set out in the following documents, all of which are available on request:

- Scheme of Delegation Detailed
- Scheme of Delegation - Matters Reserved for the Board
- Expenditure authorisation

## **Other Essential**

- **Safeguarding & Safer Recruitment:** adheres to the safeguarding of children and young people and agrees to mandatory checks being carried out with the Disclosure and Barring Service at the appropriate level for their role. Roles which include a regulated activity are exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands, final warnings, or bind overs, including those regarded as 'spent', should be declared unless otherwise "protected" from disclosure under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).
- **Mission, Legal Responsibilities and Policies:** participates in the development of, and adheres to, the Trust's mission and values, plan, practice, and agreed policies
- **Health & Safety:** adheres to Brathay's Health & Safety policy and procedures and any other statutory H&S requirements
- **GDPR and Cyber Security:** adheres to Brathay's policies and guidance, as well as other recommended and statutory requirements
- **Equal Opportunities etc:** adheres to Brathay's Equality & Diversity policy, Safeguarding policy and any other policies that may be in force from time to time
- **Flexibility:** as Brathay is a small organisation, you may well be asked to cover for other members of the Trust during sickness, holidays etc. [Specifically in this role, the jobholder will need to be flexible with regard to occasional travel, evenings and weekends]
- **Team-working:** co-operates with colleagues to the greater benefit of the Trust and undertakes any other reasonable duties as may be required from time to time

It is Brathay's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change and the jobholder's obligations will vary and develop. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.