Role Profile

Role Profile:	Bridge Education & Development Manager
Organisation	English Bridge Education & Development (EBED)
Reports to:	EBED Chief Executive Officer
Location:	Aylesbury
Role Status:	Preferably full time (35 hours)
Responsible for:	When Deputising for Chief Executive Officer • EBED Bridge for Youth Officer • EBED Training Coordinator • EBTA Manager • TD Project Officer

Purpose of Role:

To manage, develop and deliver successful education & development projects and maintain delivery of associated education services for EBED. The EBED Education & Development Manager will ensure the effective day to day operation of EBED's education programs and and provide services and support to any individual with an interest or association with the education, promotion and research of bridge in the UK. He or she will also lead special projects and new initiatives for the charity and will also be actively involved in administering EBTA, the English Bridge Teachers Association, working closely with the EBTA Manager. The EBED Education & Development Manager will ensure the delivery of projects and services meet both the charity and other client specifications, optimising resources to achieve program and project agreed budgets, timeframes and performance measures, whilst adhering to the mission and core values of the charity.

Organisation Description:

Our mission is to promote and develop bridge as a social and community activity, to facilitate all education relating to bridge, to produce books and educational materials and to help associations and clubs promote duplicate bridge in their organisation.

Team Description:

The EBED team are driven by the strategic direction of the charity. Using best practice, we provide operational support to deliver our charitable objectives. Our team manage the education and development services for our key stakeholders through the promotion, maintenance and provision of educational materials and learning. We are responsible for providing training solutions and the tools required to help more people play and benefit from the game.

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Key Accountabilities or Duties:

- Manage the processes for the control of all EBED materials
- Identify opportunities and solutions for improvements in the existing EBED processes and tools
- Maintain EBED Education services and ensure all bridge education & development activities and materials meet with relevelent organisational and statutory policies
- Manage the delivery of education & development services and projects proactively through project management methodology
- Manage and develop the working relationships between EBED and teachers of bridge
- Manage and develop the working relationships between EBED and Bridge clubs and county associations
- Monitor and review the progress of education & development services and projects through evaluation
- Manage and develop direct reporting staff
- Manage and control departmental expenditure with agreed budgets
- Provide management information
- Keep abreast of developments which impact our core business
- Develop key performance indicators to measure and report on the success of training programmes

Essential (E) and Desirable (D) Criteria:

- Active club bridge player - E
- Knowledge of the "Bridge for All" syllabus and recent practical experience of delivering the teaching of bridge - D
- Knowledge and practical experience of the management of an education and development or training function - E
- Knowledge and practical experience of managing programs and projects using project methodology - E
- Ability to negotiate and communicate effectively with a wide variety of stakeholders to ensure projects are delivered on time and within budge - E
- Highly effective people manager with the ability to draw together required resources, encourage diversity and motivate others to deliver required outcomes - E
- Excellent communicator and negotiator with proven ability to quickly build strong, effective, credible and successful partnerships and working relationships across functional boundaries and with external clients, customers and stakeholders - E
- Proven ability to bring together and build an agile team - E
- Report writing and presentation skill - E
- Use Microsoft Office and other ICT software in the preparation of reports, training plans, data and presentations for all stakeholders - E
- Strong written and spoken communicator with interpersonal skills that enable you to work with people at all levels, motivate others and influence when necessary - E
- Team player with ability to work flexibly across the team, supporting colleagues and demonstrates commitment to sharing knowledge - E
- Organisational and planning skills to manage your time and to meet deadlines and objectives -E

- Commercial and business acumen with the ability to identify and remove any unnecessary barriers to service deliver - D
- Membership of training professional qualification body and experience of training methodology in design and delivery to at least foundation level - D
- Membership of project professional qualification body and experience of project management methodology to at least foundation level - D
- Experience of project facilitaion with the abilty to manage and resolve conflict - D

Organisational Competencies	
EXPERTISE: **Bridge**	A regular club bridge player who has a good understanding of how bridge clubs and teachers function
EXPERTISE: Business Expertise	Applies best practices and knowledge of internal/external business challenges to improve products, processes or services
EXPERTISE: Technical Expertise	Has developed depth and/or breadth of expertise in training and project management
DELIVERING SOLUTIONS: Problem Solving	Identifies and solves a range of functional problems in straightforward situations; analise possible solutions and assesses each using standard project procedures
DELIVERING SOLUTIONS: Customer Focus	Responds to non standard requests from internal and/or external customers; investigates with assistance from others as needed
DELIVERING SOLUTIONS: Continuous Education Improvement & Process	Assists with the development of strategies and policies aimed at the continuous improvement of own work area
IMPACT: Influence	Explains difficult issues and works to build consensus
IMPACT: Decision Making	Makes decisions within guidelines and policies; Decisions impact a range of standard and nonstandard customer, operational, process, or project activities
RESOURCE MANAGEMENT: Education & Project Management	Is accountable for technical contribution to Education & Development team
RESOURCE MANAGEMENT: Financial Management	Is aware of costs and controlling costs related to own work

Organisational Values	
TEAMWORK	We're all on the same team Recognise each persons individual strengths and qualities A commitment to common goals Open and honest communication Concern and support for each other
INTEGRITY	We act with integrity and show respect Demonstrate a commitment to integrity and ethics Show respect for and value all individuals for their diverse backgrounds, experiences, styles, approaches and ideas Listen to others for understanding Assume positive intent
COMMUNICATION	Open, Honest and Regular Listen to others and communicate clearly Promote a common understanding Effective dialogue through the exchange of ideas
ACCOUNTABILITY	We are all accountable Take personal accountability for our actions and results Focus on finding solutions and achieving results Actively engage in discussions and commit to decisions once they are made Involve others in decisions and plans that affect them
QUALITY	Quality Service & Performance Customer satisfaction is central to quality and performance Encourage customer feedback and take action on suggestions we receive Be committed to service excellence and work to deliver a professional, proactive service with every customer contact
COMMITMENT TO SUCCESS	Champion of Organisational Strategy Everyone's contribution is important Work together to achieve success Ensure personal objectives support the strategy Always strive for excellence
EFFICIENCY	Ensuring Best Practice is Achieved for Best Value The highest level of service delivered by the most efficient team Use our time and the time of our colleagues efficiently Deliver quality within time and budget restrictions