

POSITION DESCRIPTION

JOB TITLE:	Training Provider Engagement Manager
Division:	Executive
Reports to:	Sr. Director of Talent Development
FLSA Status:	Exempt
Created Date:	December 5, 2022

JOB SUMMARY

As the regional convener of workforce development, the Hampton Roads Workforce Council (HRWC) has dedicated itself to playing a central role in resolving local issues related to **Talent** and identifying and addressing the shortfalls that exist between the demand for skilled positions and the talent base that exists regionally. For the first stage of this plan, the HRWC has focused on the **maritime industry** in Hampton Roads.

This key role oversees the coalescence of the industry talent requirements that our team collects with the regional education and training programs that are designed to meet those needs. As part of the newly developed Talent division of the Workforce Council, your role will be to ensure that the supply meets the specific demand signal through a wide variety of training, apprenticeships, internships, and other programs, all tailored specifically to fulfill what employers indicate they must have.

As part of the Talent division of the Workforce Council, your job will be to add value to the team by forging and maintaining strong relationships with current and prospective training and education partners with ties into the local maritime industry. Where the rubber meets the road in Talent is where training curriculum and supply side output dovetails perfectly with the precise demand signal. The ideal candidate for this role steps in and leads the effort to make that happen.

Do you think you could add such value to our team?

Here are a handful of areas where we must have our Training Provider Engagement Manager possess strong acumen and deep passion:

Are you a “Hunter”?

We need an individual that can be the driving force behind building and growing the aforementioned relations. The Training Provider Engagement Manger is an externally facing role with responsibility for generating and managing a strong pipeline of training providers, with the ability to garner key information and organize a disparate group of participants in the maritime training ecosystem.

Are you driven?

Do others rave about your work ethic? Are you known for always getting the job done? In order to find success in this role, you must be willing to roll up your sleeves and go to work building solutions.

Are you a team player?

Those solutions that we mentioned we will provide to employers... well, you're going need the help of others to solve those. Whether it's translating and visualizing data or developing strategy for both the short and long terms, you will need to be comfortable diving in with a high-energy team each day.

Do you have experience in training, higher education, or the maritime industry?

We want to know that you are comfortable and confident discussing the nuances of this industry or the region's array of training and education. We need providers at every level to trust you, and experience in this particular industry would be a great asset in this role.

When you address your strengths and skills, do most or all of these come to mind?

- Communication skills
- Creative problem solving
- Research and strategy
- Negotiation and persuasion skills
- Organizational skills
- Collaboration skills
- Business intelligence
- Project management skills

If you answered yes to all or most of these, we want to hear from you!

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee the Talent Supply side of the Talent division to meet the established demand signal with a variety of programs and initiatives designed and implemented to generate a targeted talent pipeline in the region.
- Help architect and execute the development and delivery of comprehensive, strategic talent pipeline solutions for employers with high-volume needs for specific roles, starting in the maritime industry.
- Oversee the Workforce Council's coordination of training and education programs to meet industry need.
- Forge and maintain partnerships with training and education partners to ensure curricula and offerings remain in line with established business requirements.

- Develop a schedule-based, milestone-driven, metrics-based strategy for outreach, continuity of communication, data exchange, and evaluation where HRWC training and education partners are concerned.
- Collaborate with executive team on organizational strategy and implementation.
- Support the Senior Director and other team members in managing relationships and touchpoints with HRWC Board of Directors and other municipal partners.
- Work with HRWC's marketing and communications partners to help further the team's efforts.
- Work with Business Intelligence Manager to collect, aggregate, and report out training program data to internal and external regional stakeholders.
- Create and administer assessments for tracking training provider progress and feedback.
- Work with our Customer Relationship Management software and our online platforms to ensure HRWC data can be incorporated into the existing database and be posted prominently.
- Support the team's overall talent development efforts.
- Participate in the HRWC's Regional Workforce Training System implementation and sustainment.
- Perform related tasks as required.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Occasional travel may be required for business-related activities.

- Excellent organizational skills with ability to prioritize and multi-task under minimal supervision to exhibit "follow-through" on tasks and goals.
- A willingness to apply intellectual curiosity and work both independently and with a team.
- A high level of self-motivation and energy.
- Superior analytical, interpersonal, and both written and verbal communication skills.
- A positive, optimistic, "can-do" attitude; demonstrated concern for people and community; clear presence; self-confidence; common sense; and good listening ability.

CERTIFICATES, LICENSES, REGISTRATION

- Must maintain the ability to pass a criminal background check, if required.
- Must maintain a valid driver's license or equivalent identification and access to reliable transportation.

EDUCATION / EXPERIENCE

- A Bachelor's Degree in Business Administration, Communications, Marketing, or related fields is preferred.

- Any combination of education and/or experience equivalent to ten (10) years in fields developing and utilizing the required knowledge, skills, and abilities detailed herein.
- Proven experience in a role that can be reasonably correlated to this work to demonstrate competency is required.

SKILLS AND ABILITIES

LANGUAGE SKILLS

- Excellent communications skills, both written and verbal.

MATHEMATICAL SKILLS

- Ability to develop budgets, read and interpret financials, etc.

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to deal with a few abstract and concrete variables, exercising judgment, resourcefulness, ingenuity, and initiative.
- Ability to exercise discretion while managing confidential information.

OTHER SKILLS AND ABILITIES

- Technical aptitude to include Microsoft Office programs with proficiency in MS Word, Excel, and PowerPoint.
- Proficiency working with Customer Relationship Management software.
- Ability to create and deliver presentations in marketable, concise, and graphically appealing formats in front of audiences that range from the very intimate to the vast and varied.
- Ability to develop and run reports on activity and other areas.

WORK ENVIRONMENT

- The applicant must be authorized to work in the United States.
- Work will predominantly be performed in an office environment to also include local travel to training and education provider sites and events. Some remote work may be included.