



Creating a world of better opportunities

Job description

Professional Skills Trainer

Hybrid - Stevenage

Permanent

Grade 8

Full Time - 35 Hours per Week

Reports to: Training and Courses Manager

Where the role fits

This role is part of the Operations Department, and is responsible for the design, development, and delivery of a diverse portfolio of professional development training, ensuring content remains relevant, engaging, and aligned with IET strategy.

The overall role of the Operations team is to define and deliver the operational strategy that enables the delivery of high-quality, cost-effective services, providing input into the product roadmap, with the Portfolio and Product Management team (PPM) and the Engagement and Growth team (E&G).

Purpose of the role

The Professional Skills Trainer is responsible for the design, development, and delivery of high-quality face-to-face and online training programmes that support professional development and progression towards professional registration. Working collaboratively with the Training and Courses Manager and the Professional Development team, the role ensures a consistently high standard of learning experience for a diverse audience of members, non-members, and employer organisations.

A key aspect of the role is shaping and evolving the training portfolio to ensure it remains innovative, relevant, and aligned with IET priorities and customer needs. This includes maintaining best-in-class learning products, contributing to the continuous improvement of course content and delivery, and ensuring all training provides clear value and impact.

The Professional Skills Trainer also plays an important part in promoting and growing the training offering through effective collaboration with internal teams and external partners, supporting cross-selling opportunities, and building strong relationships with stakeholders, external trainers, and customers to drive engagement and long-term success of the portfolio.

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Deliver a range of high-quality training courses, both publicly and in-company, to members, non-members, and employer organisations.
- Contribute to the development of the workshop portfolio by recommending enhancements and creating new courses aligned with IET strategy. Adapt content and delivery to suit different audiences and contexts.
- Develop, maintain, and continuously improve a portfolio of high-quality, professionally branded training materials for use by both internal and external trainers.
- Embed a culture of continuous improvement by actively seeking and applying feedback, enhancing personal delivery skills, and evolving course content, formats, and delivery methods to ensure training remains best-in-class and responsive to customer needs.
- Manage and maintain version control across all course materials to ensure consistency and quality in delivery.
- Support the development and implementation of the learning and development strategy in collaboration with the Training and Courses Manager and Operations Director.

- Take shared ownership of online learning platforms, ensuring systems are effectively utilised, kept up to date, and optimised to deliver an excellent customer experience.
- Work closely with the Training and Courses Manager to ensure the efficient coordination, administration, and delivery of courses, maintaining high standards of customer service.
- Build and nurture strong relationships with business clients to understand their needs, support client satisfaction, and identify opportunities for future engagement and growth.
- Maintain a strong understanding of the organisation and develop effective working relationships across teams to support collaboration and delivery.
- Represent the IET at events and training sessions, promoting the brand, professionalism, and the value of continuing professional development.
- Contribute to projects and initiatives that support the development of new products and services within the Professional Development team.
- Provide general administrative support, including managing shared inboxes and assisting colleagues as required.
- Deliver training across the UK, with potential for international travel.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Deliver operational excellence:** You'll be responsible for the efficient and effective execution of day-to-day tasks and projects, ensuring they align with organisational goals.
- **Collaborate for success:** You'll work closely with colleagues across departments, fostering open communication and a collaborative environment to achieve shared objectives as a One IET team.
- **Support continuous improvement:** You'll actively participate in identifying areas for improvement and implementing solutions to enhance efficiency and effectiveness within your area.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.
- **Enhance team strengths:** You'll support your team in understanding and using their individual strengths to improve productivity and engagement, ensuring everyone can contribute effectively.

Skills and experience required

- Demonstrable experience in delivering high-quality training and learning interventions, with a genuine passion for learning and development and a commitment to continuous improvement in delivery practice.
- Experience in designing and delivering online and blended learning solutions, adapting content effectively for virtual and in-person environments.
- Recognised training qualification (e.g. Certificate in Training Practice) or equivalent practical experience in a learning and development environment.
- Excellent presentation, facilitation, and communication skills (written and verbal), with the ability to engage, motivate, and adapt delivery for diverse audiences across different levels and contexts.
- Strong interpersonal and influencing skills, with the ability to build credibility, establish trust, and work effectively with stakeholders at all levels.
- Highly organised and self-motivated, with strong time management and prioritisation skills, able to operate effectively in a fast-paced and changing environment.
- Creative and innovative approach to learning design, with the ability to develop new training content and refresh existing materials to ensure relevance, engagement, and impact.
- Ability to work collaboratively with individuals from diverse cultural, professional, and organisational backgrounds, demonstrating flexibility, inclusivity, and respect in approach.
- Experience working with Learning Management Systems (LMS/LXP platforms) and an interest in, or understanding of, the engineering sector and professional membership organisations, including awareness of professional registration pathways and qualifications frameworks, is highly desirable.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.

- **Collaborative communication:** You'll possess excellent written and verbal communication skills with a focus on active listening, clear communication, and building strong relationships with colleagues.
- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively, manage your workload to meet deadlines consistently, and ensure project deliverables are achieved on time and within budget.
- **Technical and operational expertise:** You'll possess a strong understanding of the relevant technical or operational area, coupled with a strategic mindset and problem-solving skills to identify and implement solutions to ensure smooth delivery.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Promoting a positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, teamwork is valued, and collaboration thrives.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>DH, Training and Courses Manager</i>	<i>05/2026</i>
<i>Strategic People Partner</i>	<i>VD, SPP</i>	<i>05/2026</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.