

## Training & Standards Manager - Job Description

**Village Ways** is a fast growing international social enterprise, providing unique holidays by working in partnership with rural communities to offer travellers the opportunity to stay with and be hosted by the communities, in remote and beautiful destinations in India and elsewhere.

**Village Ways Partnership Ltd (VWP)**, (<http://www.villagewayspartnership.com>), based in the United Kingdom (UK), sets standards, provides international promotion and marketing, information technology development, and builds links with other relevant bodies in the sphere of responsible tourism. Fundamental to the operation are Village Tourism Enterprises (VTEs) that we have developed with village community members and that are our business partners. International sales and tour operations are managed through **Village Ways Travels (VWT)** based in Mumbai (<http://www.villageways.com>).

Village Ways operations at present include 16 VTEs in four States in India, three VTEs in Nepal and five VTEs in Ethiopia. Further expansion is under way for more VTEs in Ethiopia and new ones in Georgia. Our current plans envisage a threefold growth in customer bookings over the next three years. Training and ensuring quality standards will be crucial to ensuring maintenance of high quality holiday experiences and adherence to the principles enshrined in our [Founders' Charter](#).

Village Ways Partnership is now therefore seeking to appoint a **Training & Standards Manager (TSM)**, to be responsible for managing training within our VTEs. S/he will report to the Director & General Manager (DGM) of Village Ways Partnership, working closely with Village Ways personnel and VTE members in the field.

### Duties and Responsibilities

The TSM will be responsible for managing and administering training and refresher training across all Village Ways VTEs. Trainees will include VTE committee members, housekeepers, guides and others directly involved in providing holidays. The TSM will work through the Village Ways Coordinators at VTE and VTE cluster levels, who will coordinate training at VTE level. The TSM will ensure that training is in place as appropriate for all staff, and is managed so as to share and spread benefits of training experiences across all VTEs. S/he will report regularly on training.

Specific tasks will include:

- a) Working with the Village Ways board to set standards, and develop and implement training to ensure that minimum standards are maintained.
- b) Assessing training needs, in close consultation with Coordinators and VTE members, consistent with maintaining agreed standards, conforming to our human resource development policy and responding to feed-back from guests and community members.
- c) Developing two-year rolling training plans/ programmes, with Coordinators, including budgets, for Board approval.
- d) Identifying appropriate training providers (including interviews, briefing, appointment letters) and initiating training.
- e) Ensuring that training events are implemented in a timely fashion.
- f) Preparing or arranging production of training manuals that can be applied widely across VTEs.
- g) Monitoring and evaluating the impacts of training, especially on maintaining standards, amending future programmes as needed.

- h) Developing and initiating regular follow-up refresher training programmes, in consultation with Coordinators.
- i) Updating the Village Ways overall Training Strategy<sup>1</sup>, annually or as required.

The TSM will provide specific training courses, such as training of trainers training for Coordinators, who will be responsible for coordinating training programmes in the field. In identifying and recruiting trainers, s/he will give priority and support to in-house personnel. It is Village Ways policy is to build the capacities of our staff and VTE members to enable them to act as trainers, including two-way exchanges between VTEs and countries.

#### **Qualifications and terms of service**

The successful applicant will be educated to at least degree level in a relevant subject, will have drive and initiative, be in tune with the ethos of Village Ways, and have excellent communication and administrative skills. S/he will have proven experience of managing, conducting and monitoring training, especially expertise in participatory training techniques, and preferably with human resources experience. The candidate will be able to work well with people, both as a leader and as part of a team. S/he will have a good understanding of rural communities of different cultures and their social and organisational structures, plus the energy and fitness to reach remote places.

The candidate must have in-depth experience of working in India or, if Indian, must previously have worked as a consultant or trainer outside India. S/he must be willing and able to travel widely. Fluency in the English language will be essential and an ability to communicate in other languages will be an advantage. Prior experience in the tourism industry would be beneficial.

This is a demanding job that offers great opportunities for the right person. It will entail travel throughout India and to other countries where Village Ways establishes VTEs, and to the UK.

The TSM will ideally be based in India within easy reach of international and domestic travel connections. Preference will be given to a candidate who could operate from Mumbai, where the VWT office is located.

**If you think you are the person who can deliver all the above, [contact us](#), send a CV and let us know what special qualities you would bring to the job.**

**We plan to interview shortlisted candidates in mid-January 2014, so, if you are interested please respond as soon as possible.**

29<sup>th</sup> November 2013

<http://www.villagewayspartnership.com>

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<sup>1</sup> Initial strategy prepared in 2012 (Village Ways (2012). *Training Strategy and Plans for Community Tourism Enterprise Staff*, version 7 Nov 2012).