

Job Title: Training Manager
Reports to: Head of Mobilisation and Service Delivery
Working Hours: 40 hours per week
Based: Hybrid

ABOUT US

Host Student Housing Ltd is one of the largest providers of student accommodation in the UK. But more than that, we're a specialist operator, developer and owner.

Having been established almost three decades ago, we have extensive knowledge of the sector and a track record of working with universities, global investors and third-party clients – both at home and abroad. We are responsible for the development, operation and management of more than 8,000 student beds in over 30 cities throughout the UK and Europe.

Our purpose at Host is to redefine the student living experience by providing exceptional Purpose-Built Student Accommodation. We are committed to creating vibrant, safe, and inclusive communities that foster academic success, personal growth, and a sense of belonging for our students.

We are committed to fostering a positive and collaborative work environment where each staff member is valued, equipped with the tools for professional growth, and motivated by a shared mission to enhance the overall living experience for our students. Through a culture of continuous improvement, open communication, and a strong sense of community, we aim to create a workplace where every team member feels fulfilled, motivated, and proud to contribute to the success of our students and the company as a whole.

PURPOSE OF THE ROLE

The Training Manager plays a critical role in driving service excellence and consistency across the Host portfolio by designing, delivering and evaluating training programmes that develop skills, embed our values, and support operational performance.

Reporting to the Head of Mobilisation and Service Delivery, this role ensures that our teams are equipped with the knowledge, behaviours, and confidence to deliver a student-first experience – whether they are new starters or experienced professionals. The Training Manager collaborates closely with Property Managers, Heads of Department, and the central operations team to build a culture of learning and continuous improvement across the business.

This role is instrumental in embedding consistent standards, supporting mobilisation and change projects, and developing Host's long-term capability in line with strategic objectives.

KEY RESPONSIBILITIES (include but are not limited to):

Learning & Development Strategy

- Develop and deliver a cohesive training and development strategy aligned with Host's values and operational objectives.
- Ensure a structured and consistent approach to learning that supports performance, compliance, and personal development across the business.
- Maintain a clear training calendar aligned to operational need and key business events (e.g. mobilisation periods, peak lettings, Leadership Days).

Induction and Core Training

- Oversee the design and delivery of a comprehensive induction programme for all new starters, ensuring alignment with Host's standards, systems, and culture.
- Ensure mandatory training (e.g. ANUK, Health & Safety, GDPR, Equality & Inclusion, Mental Health Awareness) is delivered consistently and refreshed as required.
- Partner with departments such as IT & Systems, Estates, HR, Marketing and Finance to ensure role-specific training is relevant, timely, and effective.

Capability Building and Leadership Development

- Design and implement training initiatives that support the development of leadership capability across the business, from aspiring leaders to experienced managers.
- Deliver coaching, workshops, and support for line managers to help them engage, develop and lead their teams effectively.
- Create and support structured learning pathways and development plans for high-potential individuals.

Operational Support & Mobilisation

- Work alongside the Head of Mobilisation and Service Delivery to provide training and onboarding support for new site mobilisations and transitions.
- Conduct operational audits across Host properties to assess compliance with company standards, identify areas for improvement, and ensure consistency of delivery.
- Use audit findings to shape training priorities, target capability gaps, and support continuous improvement across the business.
- Ensure teams are trained on operational systems, customer service expectations, and compliance requirements ahead of site openings.
- Deliver training as part of change management processes, including roll-out of new systems or operational standards.

Evaluation & Continuous Improvement

- Monitor and evaluate the effectiveness of training interventions, using feedback and performance data to identify improvements.
- Maintain accurate training records and matrix, reporting regularly on compliance and completion rates.
- Promote a feedback culture, using insight from staff and students to evolve training content and delivery.

Learning Culture & Collaboration

- Champion a culture of learning across the business, encouraging curiosity, development, and knowledge sharing.
- Facilitate peer learning opportunities (e.g. knowledge exchanges, shadowing programmes, team-based learning).
- Build strong working relationships across the business to ensure training remains relevant, accessible and engaging.

PERSON SPECIFICATION

- Proven experience designing and delivering training programmes, ideally in hospitality, PBSA, property management or a customer-focused environment.
- A strong understanding of learning principles, training methodologies, and adult learning theory.
- Confident facilitator with experience delivering face-to-face and virtual training to a range of learners.
- Experience developing structured learning pathways and leadership development initiatives.
- Ability to evaluate training impact using data and feedback to drive improvement.

- Knowledge of compliance training requirements (e.g. H&S, GDPR) and how to embed these effectively.
- Excellent communication and interpersonal skills, with a collaborative and consultative style.
- Highly organised with the ability to manage multiple priorities across a dispersed workforce.
- Self-starter with a passion for people development and service excellence.
- Willingness to travel to sites and attend training events across the UK as required.