# Job Description

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| **Role** | **Training Officer** | |
| **Job family** | Service Delivery | |
| **Reporting to** | Training Manager | |
| **Salary / Grade** | £25,235.17 - £28,033.08 FTE | |
| **Hours** | 22.5 hours per week (flexibility to increase to full time - 37 hours per week - if preferred) | |
| **Location** | Locations to be agreed - with travel to other offices expected as needed | **Level of travel:**  High |
| **Team overview** | The CASWS Service Delivery team is structured to reflect the different levels of advice and delivery across the organisation, ranging from information to full casework. | |
| **Role purpose** | The Training Officer will support the design, coordination, and delivery of training programs for the Service Delivery Team, working alongside the Training Manager and cross-organisational training team. The role ensures staff and volunteers receive high-quality training to enhance service delivery standards. The role includes facilitating learning opportunities, maintaining training records, and signing off people as competent. | |
| **Functional  responsibilities / competencies** | **Key elements/Tasks** | **% of Time** |
| **Training delivery and implementation –** support thedesign and delivery of effective, high quality training for the Service Delivery Team. | * Deliver engaging and effective training sessions for staff, volunteers and partners in line with service delivery needs. * Support the development of training materials, resources, and content. * Assist in designing training programs and sessions that enhance service delivery quality and consistency. * Organise external learning and development opportunities. * Support the Training Manager in evaluating training effectiveness. * Keep up to date with service delivery changes to identify training needs and opportunities * Work with the Support Services to ensure the delivery of an effective training programme. | **35%** |
| **Development of staff and volunteers –** support and train staff and volunteers to reach their potential | * Undertake learning reviews and monitor the progress of new service delivery staff and volunteers * Carry out assessments of competence and sign off, including observations and checks as appropriate, for roles across the organisation | **35%** |
| **Support and motivate volunteers -** support volunteers through their initial training to ensure a good volunteer experience | * Support the recruitment of new volunteers. * Build positive relationships with volunteers, contributing to a welcoming environment for volunteers and showing appreciation for their contribution to the service * Keep volunteers up to date with what’s going on in the organisation/service and provide opportunities for feedback * Communicate effectively to others the vision and culture of the organisation and encourage colleagues and team members to act in ways consistent with organisational values and principles * Use your knowledge and skills to support volunteers’ confidence and development in their role. * Support the development of individual training plans, identifying gaps in skills * Deliver ongoing training and mentoring according to individual need * Support volunteers with the use of systems and processes relevant to their role (i.e. use of Skillbook, casebook, claiming expenses) * Carry out admin tasks that support the management of volunteering. * Support the Training Manager with the development and maintenance of databases and systems. * Liaise with relevant people (e.g. other supervisors/managers) on volunteer progress and flag up any areas of concern * Be proactive in identifying where volunteers may need support and help them overcome any barriers by providing support where relevant or contacting relevant people who can help. * Recognise and reward volunteers in a way that is tailored to volunteers’ preferences * Keep up to date, understand and apply good practice in supporting volunteer retention. * Support volunteers when they choose to move on, learning from the shared experience by providing opportunities for volunteer feedback | **15%** |
| **Meet Quality Requirements -** provide checking and feedback to support a quality service. | * Take part in organisation wide Quality of Advice compliance work and case checking to ensure all work complies with quality requirements, providing appropriate feedback and corrective action as needed. (with a focus on those roles who have yet to be signed off) * Manage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in support. * Keep advice knowledge up to date and provide appropriate level of support and supervision to individual volunteers depending on their level of competence | **10%** |
| **Other** | * Deputise for the Training Manager from time to time. * Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training. * Attend relevant internal and external meetings as agreed. * Prepare for, attend, and contribute to supervision sessions/team meetings/staff meetings as appropriate. * Identify own training needs and agree with the line manager training and development activities to be undertaken. * Undertake other duties as may be reasonably required within the scope of the role. | **5%** |

# Person Specification

## Essential criteria

1. **Successful completion of the national Citizens Advice adviser programme and supervisor programme, or the ability to complete it on the job.**
2. **Experience of learning and development principles, with an understanding of volunteer motivation and support needs.**
3. **Able to give and receive feedback positively, and ability to motivate and support volunteers through change.**
4. Good spoken and written communication skills, with the ability to adapt to different audiences.
5. Able to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment with competing demands.
6. Good administrative and organisational skills, and ability to work with others to ensure compliant systems are maintained.
7. Ability to work independently, with a problem-solving approach.
8. Proficient in use of digital systems, including case management, and Office 365 applications, and the ability to support others with the same.
9. Ability to communicate effectively with colleagues within Citizens Advice and externally.
10. Ability to demonstrate effective and efficient ways of working, completing individual and team work in an effective manner.
11. Ability to use initiative by being proactive in your work, in self-development and development of the service

## Requirements for role

1. Work within our organisational key principles - *you are able to work within our key principles to deliver a service that is Confidential, Free, Impartial and Independent*
2. Embed Equity, Diversity and Inclusion (EDI) in day to day work- *You understand the policies and approach to Equity, Diversity and Inclusion, and are able to use this knowledge to create and support an equitable, diverse and inclusive service and office*
3. Provide a service that meets legal and regulatory requirements and understand the purpose of quality assurance systems - *You understand the legal and regulatory requirements that apply to your role and know what to do to ensure they're met*
4. Use systems relevant to the role - *You have the digital skills needed to use the tools, software and platforms relevant to your role.*
5. Describe the range of services provided across the organisation - *You understand that Citizens Advice services are national and local, across England and Wales, and know what the different parts of the service do, both in your office and wider*
6. Be collaborative, supportive, inclusive and have integrity  - *You contribute towards a safe, positive and inclusive working environment where everyone can be themselves*
7. Work constructively with others, individual and as teams - *You are able to work by yourself, with others and in teams, effectively, productively and constructively*
8. Personal Development - *You contribute proactively to the assessment of your role and team and work to continually improve*