

Role Profile

Role Title:	Trainer and Assessor
Department:	Social Enterprise Directorate
Responsible to:	Director of Operations

Role Purpose

Brief Description of the Role

Contribute to the sustainability of the organisation through the provision of services to members and external customers by:

- Working with the Director of Operations to deliver the Services Plan.
- Planning and delivering standardised and tailored or bespoke training solutions for HLP clients.
- Devise, deliver and advise through specialised consultancy to HLP clients in line with requirements and skills.
- Assessing the quality of helplines' service delivery in accordance with the Helplines Standard.
- Ensuring that objectives are delivered within set timeframes, budget and to the agreed quality criteria.

Responsibilities & Accountabilities

Statement of Main Areas of Responsibility

Reporting to the Director of Operations:

1. Plan, review, write and deliver HLP's suite of open courses. Work with the Director of Operations to develop new training sessions in response to demand and/or themes.
2. Respond to helpline requests for tailored or bespoke training and develop / deliver training to meet the needs of the client.
3. Conduct quality assessments in accordance with the Helplines Standard framework and produce related reports to support service accreditation by Helplines Partnership.
4. Undertake Consultancy support projects for clients in line with capability and capacity as required to produce best practice standards.
5. Support promotional activity to ensure demand for quality and training services is maximised.
6. Respond to general enquiries relating to training and quality services.
7. Provide feedback / internal reports as requested by the Director of Operations.
8. Manage expenditure within agreed budgets.

The post holder will be expected to:

9. Operate within the parameters of strategic and operational plans, within good practice as understood in the sector and developed by the organisation.
10. Comply with Data Protection, Health and Safety at Work and Equality and Diversity legislation and adhere to policies, procedures and best practice at all times.
11. Work collaboratively with other staff as necessary to deliver these responsibilities and agreed objectives.
12. Undertake any other reasonable duties as deemed necessary by the line manager.

The above list of duties is not exhaustive and your duties may change due to the needs of the business. In the interest of effective working the main areas of responsibility and major tasks may be reviewed from time to time to reflect changing organisational needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Knowledge, Skills and Experience

The Tools Required to Perform the Role

Essential Experience and Skills:

Minimum of two years' experience delivering training ideally in a context relevant to helplines.

Minimum two years' experience (either paid or volunteer) of working on a helpline. Ideally this will have involved providing support via multiple communication channels.

Training or teaching qualification or equivalent (desirable).

Experience of clear and accurate written reports.

Experience of the theory and / or practice of adult learning and the impact of training and education on skills development.

Experience of organisational and / or occupational quality standards frameworks.

Evidence of:

- Delivering training, facilitating and presenting within a wide range of settings and audiences
- Meeting the training needs of a wide range of people and stakeholders
- Designing and evaluating training programmes and guidance
- Assessing individuals and organisations against quality frameworks
- Forming / maintaining relationships and networks with a range of stakeholders
- Working as a member of a varied team to achieve organisational objectives

IT skills including knowledge of MS Office packages.

English Language and mathematics qualifications (GCSE or above).

Personal Qualities:

Effective time management; able to work on own initiative.

Ability to work as part of a team to achieve goals; co-operate effectively as part of a geographically dispersed team.

Enthusiastic, excellent communicator with strong interpersonal and facilitation skills.

Highly personable, self-motivated and driven.

Creative approach to problem solving.

Commitment to continued learning.

Commitment to anti-discriminatory values and to the involvement of service users.

Other requirements:

The ability to travel and work effectively across the UK and Ireland.

This is a part-time position 30 hours per week. The job holder will have the flexibility to carry out their duties in line with operational needs.

Acknowledgements

Signatures Required from Line Manager and Employee

Line Manager Signature: **Date:**

Employee Signature: **Date:**