

## Role Profile

<b>Job Title:</b>	Training Officer
<b>Team:</b>	HR and Training
<b>Reports to:</b>	HR Operations Manager
<b>Period of Post:</b>	2 Years (Fixed Term)
<b>Location:</b>	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
<b>Hours of Work:</b>	Normally 21 per week Additional hours may be required to be worked in order to meet the exigencies of the service
<b>Salary scale:</b>	The salary scale for the post is: <ul style="list-style-type: none"> <li>Point 43 - £34,242</li> </ul>

### Job Purpose:

To assist with the promotion, development and embedding of a learning and development culture that ensures all team members possess and develop the skills, knowledge, qualifications and experience to fulfil organisational objectives.

To proactively implement learning and development activities that create a workforce that is fit for purpose and contributes to the people centred cultural development and continuous improvement of Hansel.

### Key responsibilities:

To work with the Learning and Development Lead Officer and managers to deliver a comprehensive learning and development strategy and develop and deliver a plan to close any gaps identified.

To implement the learning and development programme, including liaison with partner agencies and external training providers.

To develop and deliver blended training that meets the needs of the organisation.

To provide expertise and support to Learning and Development Lead Officer, management and team members at all levels on any matters related to learning and development.

To effectively monitor, evaluate and review learning and development activities, ensuring that there are relevant learning outcomes pertinent to the needs and strategy of the organisation.

**Key Activities:**

The postholder will be responsible for the following activities:

**Development of the Learning and Development function:**

- To lead on agreed learning and development projects in partnership with colleagues and customers.
- Assisting with the management and maintenance of further education programmes.
- Prioritising, planning, monitoring and ensuring best value on all learning and development activities.

**Provision of Organisational Training:**

- Design, development and delivery of a comprehensive programme of training in accordance with identified needs, as well as legislative and organisational requirements.
- Planning and delivering a calendar of practice-based internal and external learning opportunities.
- Delivery of identified internal training programmes as required.
- Managing the availability of specialist development opportunities emphasising person centeredness and a culture of continuous improvement within the organisation.

**Quality Monitoring and Evaluation:**

- Ensuring appropriate policies and systems are in place for monitoring and evaluating both internal and external training and development activities.
- Collating, monitoring and reporting in an accurate and timeous manner, evaluating the quality and impact of training initiatives in order to ensure appropriate learning outcomes and standards.
- Undertaking regular audits to ensure that practice reflects agreed quality standards, organisational values and complies with current legislation.
- Maintaining accurate and detailed records, using the appropriate systems, providing reports as required.

**Miscellaneous:**

- Model effective leadership behaviours and constructively challenge behaviour and practices that detract from strategic goals and organisational values.
- Work alongside the people we support to co-produce and deliver learning and development activities.

**Organisational:**

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- At all times comply with the Health and Safety policy and procedures and draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

*This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.*

<b>PERSON SPECIFICATION</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EXPERIENCE</b>		
Experience of working positively with colleagues at all levels and in partnership with other agencies	✓	
Experience of working in a social care environment	✓	
Experience of co-ordinating, developing, delivering and evaluating training courses	✓	
Experience of developing e-learning packages		✓
Experience of delivery of an effective training needs analysis and Learning and Development Strategy	✓	
Effective project management skills and implementation experience		✓
<b>EDUCATION AND TRAINING</b>		
Possess a relevant social care qualification	✓	
Evidence of commitment to continuous professional development.	✓	
Possess a relevant CIPD training qualification (or equivalent)		✓
Understanding of SQA awards		✓
<b>KNOWLEDGE &amp; SKILLS</b>		
Ability to demonstrate knowledge and understanding of suitable L&D interventions and develop, promote and deliver new initiatives	✓	
Proficiency in the use of Word, Excel, databases and internet research	✓	
Ability to operate effectively as a member of a team or on own initiative as required	✓	
Ability to be creative and innovative in the design and delivery of training	✓	
Excellent ability to collate and present information in a range of formats to a wide variety of audience levels	✓	
Actively promote Hansel and represent the organisation at meetings and seminars and events as appropriate	✓	
Excellent interpersonal and influencing skills and able to communicate effectively at all levels	✓	
Ability to work inclusively, in partnership with our customers	✓	
Have demonstrable analytical and problem-solving capabilities	✓	
Excellent organisational, administrative and report writing skills including ability to effectively manage competing demands	✓	
<b>DIVERSITY</b>		
Respect for diversity	✓	
<b>OTHER ATTRIBUTES</b>		
Prepared to undertake a certain amount of travelling in the execution of duties	✓	
Proven completer finisher and able to evidence same	✓	
Demonstrate values led approach which is in line with Hansel values and aspirations	✓	
Prepared & able to work outside normal office hours to meet the exigencies of the service		✓