

JOB DESCRIPTION

JOB TITLE: **TRAINING OFFICER**
(Temporary - 25 hours per week)

GRADE: EO1 (£26,413 - £27,544 pro rata)

PURPOSE: (i) To further the mission and goals of Housing Rights by ensuring the promotion and provision & development of effective skills and knowledge based training.

DUTIES:

1.0 ACCESS & PROMOTION TO TRAINING

- 1.1 To devise and implement effective promotion of Housing Rights training in order to maximise bookings and reach annual delivery targets.
- 1.2 To maximise accessibility to Housing Rights training using a range of up to date and appropriate formats.
- 1.3 To contribute to the design, production and distribution of a range of appropriate promotional materials, including an annual programme of training courses.

2.0 IDENTIFICATION OF TRAINING NEEDS

- 2.1 To use a range of mechanisms to identify the training needs of member organisations, project participants and other service users.
- 2.2 To collate and analyse information obtained to highlight future training requirements and identify future improvements and developments.
- 2.3 To design and develop a programme to meet the identified needs of members, project participants and other service users.

3.0 PREPARATION OF TRAINING

- 3.1 To identify, design and tailor training formats to meet the needs of users.
- 3.2 To conduct preliminary research, collate relevant materials and produce training materials to the relevant brief.
- 3.3 To ensure regular and effective communication with all those involved, to ensure the delivery of our training programmes in accordance with agreed targets
- 3.4 To design and prepare associated learning activities to facilitate and support learning.

4.0 DELIVERY OF TRAINING

- 4.1 To create a climate to facilitate and support effective adult learning.
- 4.2 To implement new approaches to learning including 'blended learning' and keeping up to date with latest initiatives.
- 4.3 To facilitate group learning through presentations and participative activities.
- 4.4 To liaise with administrative staff regarding the administration and delivery of the training service.

5.0 MONITORING AND EVALUATION OF TRAINING

- 5.1 To monitor and review the effectiveness and quality of training provided.
- 5.2 To monitor performance, undertake assessment and track the progress of individual candidates.
- 5.3 To liaise with relevant staff in relation to accredited standards.
- 5.4 To contribute to the development, review and updating of all policies and procedures in relation to training.
- 5.5 To identify areas for improving service delivery.
- 5.6 To analyse and respond to any feedback received.

6.0 DEVELOPING SELF AND OTHERS

- 6.1 To provide ongoing feedback and support to all those involved in the delivery of Housing Rights training to ensure best practice.
- 6.2 To plan, allocate and organise own workload.
- 6.3 To monitor and evaluate own work.
- 6.4 To develop self to enhance performance.
- 6.5 To undertake training in order to develop self as necessary.
- 6.6 To contribute to training and development activities for colleagues as required.

7.0 DEVELOPING EFFECTIVE WORKING RELATIONSHIPS

- 7.1 To create, develop and maintain effective internal working relationships.
- 7.2 To create, develop and maintain effective working relationships with service users/external agencies and relevant stakeholders.
- 7.3 To lead, facilitate and contribute to meetings/group discussions.

8.0 OTHER

- 8.1 To act in accordance with the agreed values of the organisation.
- 8.2 To ensure the policy and procedure of the organisation, with respect to Equal Opportunities and Health and Safety, are observed.
- 8.3 To undertake any other duties, consistent with the post which may from time to time be required.

The duties of the post will be subject to review in accordance with the needs of the organisation.

Revised May 2017