



Learning and Development Trainer



The role

Citizens Advice Cornwall is looking to recruit a Learning and Development Trainer, who will be responsible supporting the ongoing professional development of the organisation and delivering training sessions. This role is funded by a National Lottery Community Fund award for 3 years.

Our Learning and Development team plays a crucial in providing the training provision for paid and volunteer staff across the county, and we are passionate about ensuring everyone has an opportunity to develop their skills, knowledge and experience to feel confident and competent in their day-to-day working lives.

How the postholder will work.

- 37 hours per week Monday to Friday.
- Salary - £23,345 - £24,000.
- 3-year fixed term contract, this role is funded by a National Lottery Community Fund award.
- Your work-base will be at one of the main Citizens Advice Cornwall offices with requirements to travel to deliver training, attend meetings or other offices. In the current circumstances (pandemic) some of the work can be home-based
- Full training provided
- Access to mental health and wellbeing support from Togetherall
- 20 days holiday, plus 8 bank holidays.



Role profile

Main duties and responsibilities

- To deliver mandatory training and continuous professional development events with professionalism.
- To support and create a learning environment that's respectful and adds value for each delegate, facilitating inclusive group and/or one-to-one learning and development activities.
- To welcome new staff and volunteers and deliver Citizens Advice Cornwall (CAC) inductions, to ensure that every new person's initial experience of the organisation is positive and carried out according to National and Local learning and development programs.
- Work with the Learning and Development Lead to prepare and develop a range of resources to support learning which focuses on a blended learning environment and achieves the expected National quality standards.
- Responsible for continually improving quality in all aspects of learning and development delivery.
- To apply adult learning theories to ensure staff get the best out of their development.
- To work with the Learning and Development team to continuously research, review and agree amendments or revisions in training programmes that reflect changes occurring in legislation and the work environment.

Evaluation and Data Management

- Work with the Learning and Development Lead in carrying out capability and quality assessments to identify learning priorities across the organisation.
- Responsible for assisting with evaluating learning and development interventions to monitor how effectively learning has been transferred in the workplace.
- Contribute to the assessment of individual's development and training; coordinating activities and making final decisions on competence and evaluating individual's completion of training plans.
- Responsible to ensure your own work is fully compliant with the organisations confidentiality and GDPR policies.

Professional Development

- Attend relevant internal and external meetings as agreed with the line manager.

- Ensure full compliance with Confidentiality and Lone Working policies, GDPR, and Safeguarding.
- Keep up to date with legislation, policies, procedures and developments in learning and development, e.g., reading relevant journals, going to meetings and attending relevant courses to ensure continuous professional development.
- Research new technologies and methodologies in workplace learning and share with the Learning & Development Team as appropriate.

Administration

- Provide information on a regular basis (e.g., weekly, monthly, quarterly, annually) e.g., attendance, completed training initiatives.
- Ensure that all training deliver conforms to the service's systems and procedures.
- Represent the organisation as appropriate at Citizens Advice and other statutory, voluntary and commercial organisations, professional bodies and institutions.

General

- To participate in recruitment, interview and selection activities as delegated by the Learning and Development Lead.
- Keep up to date with and demonstrate a commitment to Citizens Advice aims, policies and procedures and ensure these are followed.
- Keep up to date with charity policies, procedures and have an understanding and awareness of current client issues.
- Ensure the work reflects and supports Citizens Advice service equality and diversity strategy.
- Abide by health and safety guidelines and share responsibility for our own health and safety and that of the wider team.
- Develop and maintain effective administration systems and records relevant to the role.
- Represent the organisation as appropriate at Citizens Advice and other statutory, voluntary and commercial organisations, professional bodies and institutions.
- Complete the required training to comply with quality assurance processes.
- To contribute fully to building professional and positive team relationships.
- Responsible to give and receive constructive feedback aimed at developing the relationships and performance.

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.



Key Relationships

- Reporting to the Learning and Development Lead (Line Manager)
- Learning & Development Team
- Supervisors and Project Leads
- Regionally and nationally with other Learning and Development LCA teams
- External partnerships



Person specification

Essential Criteria

- Training or teaching qualification (or equivalent) and/or willingness to work towards this.
- Demonstrable working knowledge of learning styles and how your training will need to reflect the needs of the audience and organisation.
- Enthusiasm for lifelong learning and a curiosity and willingness to deliver a high-quality learning experience across a mix of media.
- Adaptable, respectful and effective interpersonal and communication skills delivering and accepting information at a variety of people levels (verbal, written, presentation).
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
- Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records and training materials.
- Good understanding of safeguarding principles and willingness to adhere to them.
- Ability to use and learn how to use new IT systems and packages, and electronic resources in the provision of advice, record keeping and document production.

- Ability and willingness to work as part of a team or alone; self-motivated and ability to work on own initiative.
- Commitment to reflective performance and continuing professional development
- The ability to commit to and work within the aims, principles and policies of the Citizens Advice service and the vision of Citizens Advice Cornwall.
- Ability to travel and work across Cornwall.

Desirable Criteria

- Current experience of advice work, including issues involved in interviewing clients and service delivery.
- An ability to help build a collaborative 'one-team' culture whereby staff and volunteers, as far as possible, contribute their skills, experience and time flexibly across our service to meet the needs of our clients and colleagues. Therefore, a flexible approach to working and planning would be desirable.
- Understanding of the voluntary and community sector and the challenges and opportunities facing the sector

In accordance with Citizens Advice national policy the successful candidate will be required to undergo screening for a basic criminal check (DBS). However, a criminal record will not necessarily be a bar to your being able to take up the job.