

Training Officer Job Description & Role Specification

Context of role

Citizens Advice Bournemouth & Poole provides advice and information services to over 15,000 people every year. This is done through a team of 60 + volunteers. All our volunteers are fully trained and supported before they start delivering advice services to the community.

Role purpose

Support the Training & Development Manager in the training and development of volunteers, design and deliver group training sessions and monitor trainee progress and development through structured training programme.

Learning, development and training:

1. Identify learning and development needs of designated staff and contribute to the services' learning and development plan.
2. Develop inclusive learning and development activities to meet quality standards and the services' learning and development plan.
3. Facilitate inclusive group and / or one-to-one learning and development activities.
4. Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.
5. Contribute to the assessment of competence of designated staff.
6. Co-ordinate assessment activities and make final decisions on competence.

Training & Support:

1. Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
2. Monitor the case records / telephone calls of trainees to meet quality standards and service level agreements.
3. Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.

General:

1. Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
2. Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
3. Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
4. Develop and maintain effective admin systems and records relevant to the role.
5. Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
6. Attend regular internal and external meetings relevant to the role.
7. Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the service team.
8. Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
9. Identify own learning and development needs and take steps to address these.
10. Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

Person specification:

1. Experience in delivering training programmes in group and 1:1 settings
2. Appropriate training or teaching qualification or relevant experience
3. Experience in training people to deliver advice services
4. Ability to monitor learner performance and provide constructive feedback
5. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
6. A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff.
7. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
8. Ability to monitor and maintain own standards.

9. Ability to communicate effectively verbally and in writing.
10. Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
11. Demonstrable understanding of the issues involved in interviewing clients.
12. Proven ability to manage / supervise others, including ability to recruit, develop and motivate staff.
13. Proven ability to monitor and maintain service delivery against agreed targets.
14. Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training.
15. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
16. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
17. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
18. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
19. Ability to monitor and maintain recording systems and procedures.
20. A commitment to continuous professional development.