** Job Description**

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| **Job Title:** | **Training and Development Practitioner (Welfare Rights Specialism)** |
| **Reporting to:** | **Training Manager**  |
| **Working Hours:** | **35 hours per week**  |
| **Type / Duration:** | **One Year Fixed Term Post with possible extension** |
| **Salary Range** | **£27,741 - £29,577 per annum plus pension** |
| **Special Circumstances:** | * Ability to be flexible and adaptable - additional hours may be necessary to meet the demands of the post (including on occasion evenings and weekends) as appropriate and/or travel within the UK (or ROI as required).
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| **Job Purpose**Work as part of Advice NI’s training team, develop, co-ordinate and deliver high quality training to meet the needs and requirements of the Advice Sector. |

**Key Responsibilities**

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| **Strategy and Direction**  | **Support in the delivery of the operational implementation of the strategic plan in line with agreed outcomes.*** Contribute (as appropriate) to the development of the strategic plan and support the implementation of the operational plan.
* Provide subject matter expertise, information and/or advice for areas under remit to enable effective decision making.
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| **Represent the Organisation**  | **Represent the organisation.*** Act as an ambassador and professionally represent the organisation at appropriate external national and local forums (our members, governments departments/funders etc) and co-operate with other relevant agencies as may be required.
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| **Provide Leadership**  | **Support in the leadership and functional delivery of the team; engaging, supporting and motivating colleagues to achieve success.** * Assist in promoting a culture that demonstrates the values at all times and personally adhere to same, adopting a professional approach at all times.
* Be accountable for your own performance in line with a high-performance culture and participate effectively in performance and development reviews.
* Assist in promoting communication, teamwork, engagement and management of change.
* Support other colleagues, building strong and productive working relationships with internal and external stakeholders to promote the organisation.
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| **Service Delivery and Membership Support** | **Assist in ensuring the effective and efficient training delivery in line with agreed outcomes within your remit and that of others.*** Contribute to the identification and analysis of training and development needs of Advice NI employees, members and the advice sector.
* Design, develop, update and produce training programmes and associated materials across all training formats (online, blended, and face-to-face) based on required needs of the advice sector for accredited and non-accredited courses including legislative changes.
* Deliver training sessions to the advice sector in the areas of welfare rights, welfare reform, debt advice, money advice and other areas included in Advice NI’s Programme of Training, as required. This is to include online, blended and face-to-face learning formats.
* Evaluate training sessions and update training programmes and materials when required based on feedback and legislative changes.
* Produce, implement and assess activities for online and offline courses.
* Ensure that all training material is quality assured.
* Monitor and support learners and ensure all Advice NI and relevant awarding bodies’ requirements are met, including maintaining learner and assessment records.
* Follow Advice NI processes and systems for training monitoring, delivery, assessment, recording and reporting and ensure these are correctly implemented and maintained.
* Maintain learner records and monitor training evaluation records, taking appropriate corrective action based on feedback.
* Ensure training facilities for programmes such as webinar details, venue, catering, and materials production are organised as required.
* Prepare and contribute to progress reports and other relevant documentation as required.
* Carry out administrative duties required in conjunction with Advice NI’s training team and procedures.
* Keep up to date with developments in training and legislation through desk top research and attendance at relevant training/events.
* Maintain CPD and ensure that it is both up to date and relevant.
* Promote and help to market Advice NI training and specific training projects and contribute to the development and quality assurance of Advice NI’s training brochures and calendar.
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| **Budgets, Financial Control and Reporting** | **Support in the managing of resources effectively and efficiently.*** Assist in the identification, preparation and submission of applications to ensure appropriate sources of funding to meet the current and long-term sustainability needs of the organisation.
* Adhere to procurement policies and processes.
* Monitor and control activities against budget as may be allocated.
* Produce regular progress reports, outcomes reports and other statistical data regarding the function’s performance against agreed plans, internal targets, contracts and SLA’s/funder requirements including financial/non-financial outcomes.
* Contribute to relevant consultation responses and research reports.
* Assist in ensuring that the organisation’s resources (human, physical and financial) are utilised as effectively and efficiently as possible.
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| **Quality and Compliance** | **Ensure quality standards and compliance in line with legislation and regulations.*** Assist in ensuring the department adheres to all organisational, operational and people related policies and procedures including, Equal Opportunities and Access to Fair Assessment, to ensure compliance to legal obligations and management of risk for the areas under your remit.
* Participate fully and support regular quality and other internal verification processes to ensure compliance to and maintenance of relevant quality standards and to promote the brand and reputation of the organisation.
* Personally, review own work to ensure appropriate quality and compliance standards are met.
* Effectively deal with complaints and issues to ensure their resolution or escalate as appropriate.
* Keep abreast of policy developments and/or other issues which have the potential to influence or impact the organisation.
* Assist in ensuring adherence to confidentiality, security and GDPR including access to records and other legal obligations.
* Assist to drive a continuous service improvement culture in line with efficiency and effectiveness and best practice approaches across the organisation.
* Attend training team and staff meetings to aid in communications and planning and contribute to the team and organisation’s operational and strategic planning.
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| **Health and Safety** | **Wellbeing, Health and Safety.*** Help to promote wellbeing and support interventions for employees in line with organisational need.
* Personally adhere to health and safety regulations and assist in helping others to do the same, ensuring any issues are resolved and/or brought immediately to the attention of management.
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| **Other** | * The post holder is expected to be flexible and undertake other duties within reason and competence as may be required due to changing priorities or circumstances.
* ***This job description may be subject to change in line with the changing needs and demands of the organisation.***
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### Training & Development Practitioner (Welfare Rights Specialism) –

### Job Specification

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|  | **Essential** | **Desirable** |
| Education | Good Standard of Education.Completed a Train the Trainer Programme (or equivalent).Completed a baseline generalist advice qualification as per the Northern Ireland Advice Quality Standard (Advice NI’s Adviser NI, Citizens Advice ATP, Law Centre WRAP or equivalent). | Third level or degree standard of education.Completed, or about to complete, a Level 3 Award (or higher) in Education & Training.Completed, or about to complete, an Assessor or Teaching qualification (Assessor Award, L3 TAQA Award (or higher), PGCE).Completed an accredited qualification in debt or money advice (Wiseradviser NI or IMA training pathway) to advice work level or above. |
| Experience | A minimum of 2 years’ experience providing advice in a welfare rights related subject area. At least 1 years’ experience of training delivery gained in the last 3 years (full-time or sessional basis).Experience of developing training or presentation materials. Experience of delivering training in an advice related subject area.  | Experience of delivering and administering accredited qualifications.Experience of assessing accredited qualifications. Experience of providing advice in the areas of debt and money advice. Experience delivering training online and managing and/or developing training for virtual delivery and for online learning management systems. |
| Skills | Confidence in presenting to groups (online and face-to-face).Excellent verbal and written communication skills.Excellent organisation, planning, time management skills and ability to prioritise own workload. Ability to understand and disseminate complex information and legislation.Ability to solve problems and use own initiative. Excellent IT skills including Microsoft Office packages. Ability to work as part of a team. | Research skills.Marketing and promotion skills.Skill in using online learning and/or Learner Management Systems. |
| ***Knowledge/******values*** | Knowledge of welfare rights and welfare reform.Knowledge of principles of adult learning. Knowledge of considerations for online learning development.Have a flexible and responsive approach to teamwork.Ability to work on own initiative. Have a commitment to carrying out duties in line with Advice NI policies and procedures e.g. Equal Opportunities.  | Knowledge of assessment centre requirements.Understanding of quality assurance in training.  |
| ***Personal attributes*** | Flexible approach to working hours.Friendly and approachable manner.Ability to work under pressure and to strict deadlines.Accuracy and attention to detail.Commitment to improving own knowledge and skills.  |  |
| **Other** | Ability to work flexibly, initially from home, and be able to deliver training to groups via Zoom. Must have a reliable Wi-Fi connection for these purposes.Following return to out head office, face to face delivery across NI may be required in addition to ongoing delivery via Zoom and our learning management system. Driving License/Access to Car or be able to show how you could reliably travel to other locations throughout NI to deliver training if required. |  |