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| **JOB TITLE:** | Employability and Personal Development Trainer  |
| **RESPONSIBLE TO:** | Employability Services Manager  |
| **SALARY / GRADE:** | £23,151 (pro rata) |
| **HOURS:** | Full Time or Part time |
| **LOCATION:** | Westburn Centre and any Inverclyde location where the Trust runs |

**Purpose of the job**

The main purpose in this role is to deliver a range of employability skills, personal development and capacity building courses to unemployed clients which will ultimately support them in their goal of securing long term sustainable employment. This role involves working as part of a team, enabling individuals to develop the key skills that will make a real difference to their lives and their future employment. Engaging motivating and inspiring small and large groups of clients with different learning styles and needs in both short sharp sessions and longer course type training. Training is delivered to a high level of competency in order to achieve performance targets and linking with all teams across the Trust.

**Person Profile**

You will have experience of working with people with a diverse range of employment support needs. With excellent facilitation skills, strong knowledge of group work and group dynamics you will be aware of the barriers people face, including poor health, childcare and caring responsibilities, debt, addiction and offending behaviour. You will be organised and methodical in developing training sessions/plans along with experience of managing groups, resources and materials. You will be a proven team player with creativity and enthusiasm for training. You will motivate, inspire and engage large groups of clients with different learning styles and needs. You will be an excellent communicator and motivator, confident and self-motivated, and have a passion for working with people to help them achieve their full potential.

**Principal Activities**

* To deliver and evaluate training course content to meet the needs of our learners and contracts across multiple sites.
* To feed into the continuous improvement of training course content and associated materials to help drive performance and quality of provision.
* To ensure that all activities are designed, planned and delivered effectively, enabling all learners to meet agreed goals.
* To assist in the achievement of contractual performance targets through delivering against a range of contract measures.
* To work in conjunction with the training team and Employability Support Workers to plan, prepare and complete all necessary documentation to ensure adherence to contract / quality compliance, awarding body and inspection requirements.
* To take part in relevant in-house training including observations within the training team and working within the values and practice principles of the Trust
* Contributing to an environment of trust where communication and sharing of knowledge and best practice is encouraged and where there is a willingness to tackle and resolve problems.
* Manage group dynamics and inspiring group and individual expectations.
* Facilitate learning and encourage active participation.
* Build rapport with learners to encourage independent learning.
* Prepare and collate all resources to ensure effective delivery.
* Effectively manage learner development, attendance and challenging behaviors.
* Conduct all duties in accordance with Trust Equal Opportunities, Health and Safety and Quality Management policies.

**Competencies**

The role will include a range of training subjects such as health and safety, health and social care training, emergency first aid, customer care, personal development courses or other training as appropriate. The successful applicant will have:

* Experience in delivering one to one and group sessions and understanding of

 group dynamics

* The ability to devise appropriate, interesting and meaningful learning activities.
* The ability to devise appropriate session plans.
* Excellent communication and interpersonal skills.
* The ability to respect and respond to the diverse needs of clients on training

 courses.

* Experience in giving constructive feedback.
* Excellent customer service
* The ability to positively address/challenge inappropriate behavior.
* The ability to adapt to different learning styles.
* A1/A(D32/D33) and V1(D34) Assessor/Verifier Awards or willingness to work

 towards these units.

**Desirable**

* Experience working within employability, coaching, personal development or capacity building as a trainer, work coach or employment support worker
* Experience and understanding of at least one of the subject matters above in some detail

**Performance targets**

* Completed training as per contract requirements
* Achieving relevant training certificates for clients
* Encourage clients to progress to formal qualifications.

**Quality targets**

* In house practice monitoring through observation, quality of learning and relevance to training materials and learner feedback.

**Accountable for:**

* Managing group and one to one sessions.
* Management of resources and materials.
* Delivering agreed training course according to the specific contract targets
* To ensure all relevant data on training is recorded accurately on Hanlon

 Person specification

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|  | Requirements |
| Education / Training  | * HND level or above or equivalent work experience (minimum three years)
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| Knowledge / Technical Skills | * Ability to provide a customised delivery of service to meet the needs of clients and have the ability to provide training services both internally to support job placement schemes (such as Future Jobs) and with other clients
* PC and systems literacy with good knowledge of office 365 such as Word and be able to utilise digital technology such as zoom.
* Have utilised client database systems if possible although training will be given
* Understand data protection parameters and remaining compliant in terms of GDPR
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| Experience | * Relevant industry experience within training and have relevant knowledge within employability
* Experience of working in a fast paced, quality driven environment
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| Competencies | Possesses:**Communication*** Excellent written and oral communication skills, with high attention to detail
* Able to adapt communication style in line with those of the client and put a client at ease
* Ability to facilitate group sessions and one to ones and address any issues/group dynamics in a professional manner
* Highly developed interpersonal skills – able to understand how to support a client and employer to meet overall needs
* Be willing to share knowledge with others

**Organisational and Planning Skills*** Able to manage training requirements to meet the demands of the contract
* Ability to plan ahead and prioritise workload

**Personal Aptitude*** Collaborative approach, able to work as part of a team as well as on own
* Value add attitude – able to use own initiative for the benefit of the department
* Ability to demonstrate and keep up to speed on training trends and selection techniques to provide the best possible service for clients.

**Customer Service*** Provide a person centred approach to enable our clients to progress through the employability pipeline whilst developing skills and confidence
* Understand the marketplace and be able to highlight opportunities for the benefit of our clients
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| Behaviours | **Tailors their approach*** Adapts their method of communication and message to suit a specific audience
* Uses their understanding of others to tailor and choose the approach that will have the greatest impact

**Supports the team*** Team orientated, flexible, willing to help team members when necessary
* Shares information and knowledge to benefit all team members
* Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the Trust achieving its purpose

**Gathers information*** Demonstrates an ability to gather and use information efficiently by checking what is required to understand the situation
* Asks relevant questions of the people who are in the position to respond, such as people who are directly involved

**Sees multiple connections*** Defines the desired outcome by breaking the situation down into component parts (such as breaking down stages in cv production)
* Identifies trends and questions inconsistencies in information / data
* Anticipates obstacles, thinks ahead about next steps and contingencies
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| Additional requirements | * Ensure anti-discriminatory practice and promote diversity
* May be required to work additional hours during busy periods
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