

## **Training Officer**

### **Job Description**

#### **Planning and development**

- Develop the organisation's volunteering strategy and annual work plan.
- Ensure volunteers' views and needs are considered within strategic plans, change management and post audit action.
- In conjunction with the management team, formulate the organisations yearly training and development plan for volunteers.
- Develop and maintain partnerships with relevant statutory and non-statutory agencies.

#### **Learning, Development & Training**

- Identify learning and development needs of designated staff and contribute to the organisation's plan.
- Facilitate inclusive group and / or one to one learning and development activities.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.
- Contribute and co-ordinate the assessment activities and competence of designated staff.

#### **Volunteer Recruitment and Selection**

- Promote volunteer opportunities, using different channels to target identified groups.
- Deliver recruitment and selection activities that ensure a fit between the organisations needs and the volunteer's expectations.
- Ensure new volunteers have a quality induction into the learning programme for their role.

## **Training**

- Oversee the organisation's training programme and where necessary, assist trainees through self-learning modules and review progress on a regular basis.
- Ensure trainees and other staff are informed of the activities, content and practical issues in the Citizens Advice learning programmes.
- Research, design and deliver training programmes, sessions, lesson plans and materials, either face to face or using online platforms.

## **Staff Management**

- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication. Attend regular internal and external meetings.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally.

## **Administration**

- Provide oral and/or written reports on progress for the Line Manager.
- Ensure trainees are booked on to training courses, events and stocks of training materials are maintained.
- Manage GDPR for the organisation from training to administration

## **Networking**

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use skills and competencies to promote the organisation and foster good relationships with external organisations.