

Training Officer

Person Specification

Essential Criteria

1. Experience in planning and delivering training modules, both face to face and remotely, with the ability to communicate effectively orally and in writing.
2. Experience of managing data protection for GDPR purposes.
3. Ability to conduct research and analyse & interpret complex information to produce and present reports clearly.
4. Proven ability of managing volunteers, volunteering issues and a commitment to the value of volunteering.
5. Proven ability to manage / supervise others including ability to recruit, develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
6. Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – it's application to providing advice and the supervision and development of staff.
7. Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.
8. Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.