

## Role Profile

Job family	Learning and OD	Role profile number	LD09-0591	Grade I
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**Job purpose:** Provide specialist support and to enable the development of a range of service specific initiatives (projects/workstreams/service improvements/service review etc) to enable the successful delivery of improved services

Grade I posts are higher in 'Decisions' with the requirement for decisions on less well established situations where only general guidelines are available to support the decision making process. This level of post will require postholders to be working towards a professional qualification in a relevant field.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC or NVQ level 4 or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Professional registration may be required
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Experience in showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Advanced knowledge of relevant curriculum / subject area. Proven experience of operating at an occupational competent level, and as an assessor / developer of accredited frameworks. Experience of dealing with learners of all capabilities to ensure outcomes are achieved. Good communication and interpersonal skills. Good planning and organisational skills, with proven ability to prioritise workloads, monitor and evaluate work, to ensure standards and outcomes are achieved. Proven experience in the competent and safe use of the equipment relevant to the role. Experience of budget monitoring/ financial processing at an appropriate level for the role. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Research and analysis of information to highlight and prioritise issues for further investigation, recommending solutions. Work on own initiative to manage own activities and contribute to longer term activities / plans. Research and resolve problems, provide advice and guidance on processes and procedures. Participate in the research and development of systems, policies, procedures and / or standards within specialist area. Provide learning and development services and solutions within established instructions, internal and external National Framework and quality standards. Able to determine how learning objectives and learner outcomes will be delivered to best suit client group and plan programmes which achieve this, with information, support and guidance available. Plan, deliver and quality assess learning and development interventions / programmes. Organise, co-ordinate events and activities to meet timescales and requirements.

Contacts and Relationships	<p>Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established.</p> <p>Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.</p> <p>Liaise with learners, line managers and other stakeholders to provide information, monitor and evaluate learning, provide learner support and feedback.</p> <p>Contacts will include: learners, colleagues, senior managers, partners, customers, members of the public, and stakeholders.</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>Ensure learning plans/journeys/accredited pathways are developed and/or assessed/verified and tailored to meet national curriculum / learner / qualification and organisational needs.</p> <p>Implement and deliver a defined programme / range of activities within a specified timescale</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Assess, monitor and review individual learners and / or programmes to identify and improve their effectiveness against defined criteria.</p> <p>Collect, enter process and analyse information including funding regulations and compile reports using the appropriate systems</p> <p>Maintain accurate, complete and relevant records/ information / reports / feedback to provide to internal and/or external auditors (e.g. adhering to Ofsted and SFA inspection frameworks).</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Travel to various locations across the county may be required.
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Trainer	
<b>Role profile family:</b>	Learning & OD	
<b>Role profile number and grade:</b>	LD09-0591	Grade I
<b>Number of posts:</b>	2 fte	
<b>Service/Team:</b>	Resourcing	
<b>Reports to:</b>	OD Delivery Manager	

### Job Family overview

#### Learning and OD learning job family overview:

- Development of people to enable the building of their personal capability in skills and knowledge
- Assess individual and/or group development needs
- Design learning and development opportunities
- Specification of any non-Council provision
- Prepares and applies associated resources
- Delivers skills and knowledge development
- Direct interaction with client including extended relationships

### Service / function Context

**Resourcing** is the way that the council attracts, recruits, develops and retains its employees with the aim of creating a flexible, highly skilled and capable workforce in order to deliver the outcomes within the council's Business Plan, People Strategy and the Resourcing Plan. Apprenticeships play an important part in resourcing the organisation effectively and ensuring robust succession planning. The purpose of the Resourcing Team is to meet the vision of the council's People Strategy: that we have the right people, at the right time, in the right jobs, with the right skills and attitudes.

This includes:

- Providing advice and expertise to recruiting managers about the most effective ways to fill their vacancies and designing associated attraction strategies
- Ensuring a streamlined and efficient candidate experience which champions the Employer Value Proposition (EVP)
- Overseeing the delivery of the council's apprenticeship programme

- Ensuring new staff receive high quality induction and on-boarding to enable them to reach productivity expectations and meet their expectations of working for the council
- Ensuring staff receive appropriate training and development for them to achieve the expectations of their roles safely and legally
- Developing initiatives to enable staff and managers to reach their full potential through a range of learning and career development activities
- Ensuring associated processes are streamlined, customer focused and effective.

## Job Purpose

The trainer role is a front line customer facing role which will focus on three main areas:

- Internal delivery of training courses such as behavioural learning, functional training, leadership courses, statutory and mandatory training for health and social care
- External delivery of training courses such as non-accredited & accredited social and health care, & corporate courses which will generate and increase income streams
- Specialist training such as on council systems (e.g. SharePoint, CareFirst) and IT, as well as other statutory and mandatory training as and when required

Examples of specific tasks to be undertaken include:

Internal delivery of training courses:

- Deliver a wide range of training programmes within the council in response to identified needs. This may include training on behavioral topics such as assertiveness, learning styles and personal effectiveness and also on functional topics such as customer service and business administration.
- Support when needed the leadership/management development programme aimed at equipping our current managers now but also our aspiring managers with the skills they need to effectively lead and manage in the future.
- Support the delivery of statutory and mandatory training for social care services including induction and other programmes for social care staff
- Plan training sessions, prepare materials, research the topic area and adapt the training programmes to meet specific client/learner requirements and legislative and/or regulatory requirements where applicable.
- Evaluate the training sessions to ensure the learning has the desired impact and is fit for purpose and demonstrating return on investment.

External delivery of training courses:

- Deliver a range of vocational and educational training programmes and workshops within field of specialism externally to individuals, partner organisations and communities. This includes planning sessions, preparing materials, researching the topic area and adapting the training programmes to meet specific client/learner requirements and legislative and/or regulatory requirements of the sector where applicable.
- Effectively manage existing relationships with clients and partner organisations with the aim of maintaining a good reputation and generate further income through selling

additional courses where appropriate, and developing provision to respond to new business demands and requirements

- Proactively build relationships with community groups, employers and schools with the aim of developing new business opportunities and understanding current and future needs. Understand requirements and design and develop training packages accordingly, maintaining accountability for meeting learning objectives and delivering quality learning interventions
- Ensure courses are delivered within budget and to a full cost recovery model, and take steps to increase income margins where possible
- Under the direction of the OD Delivery Manager & Senior Trainers ensure effective and efficient marketing strategies delivered,
- Support the Senior Trainers with the development and support of new business, proactively developing new leads and following them up, participating in incentive schemes and supporting marketing in the design of advertising and marketing materials

Specialist training:

- Maintain a high standard of practice and current knowledge of own specialism(s) ensuring the knowledge remains current and up to date.
- Specialist areas will be directed by the OD Delivery Manager but may include delivery on council systems (e.g. SharePoint) and ICT.
- Design, develop and deliver a range of training in specialist area. This includes planning sessions, preparing materials, researching the topic area and adapting the training programmes to meet specific client/learner requirements and legislative and/or regulatory requirements where applicable.

For all workstreams:

- Ensure all course and learner documentation is kept up to date and accurate, and providing support with all courses delivered in the design and development of training manuals, learning resources and advertising content.
- Provide quality information, advice and guidance (IAG) which will provide timely and relevant IAG prior, during and after the delivery of learner interventions and activities to ensure learners undertake the right learning in a timely and appropriate manner to meet their learning, development defined needs.
- Support with the design and development of learning interventions to take into account the needs of the learners including e.g. sensory loss, physical disability, autism, dyslexia. Providing a flexible delivery model that engages and retains the learners' interest and motivation.
- Promote and make the best use of IT solutions across delivery to support classroom activities, initial assessments and communication with learners
- Support the Senior Trainers to ensure courses are marketed effectively to appropriate audiences, including the use of social media to promote and drive take-up (especially for external, fee-paying courses)

## Person Specification

**Essential**

Specific qualifications, knowledge, and skills required for this role:

- Educated to NVQ level 4 or equivalent
- Teaching or training qualification
- Qualification in and substantial relevant occupational experience in field of specialism(s). (Trainers will be expected to have some specialist knowledge but will not be required to deliver the whole breadth of the specialisms in the role description)
- Able to demonstrate a variety of teaching and assessment methods
- Excellent communication skills with the ability to engage learners at all levels and abilities and customers with new business development opportunities
- Good proven commercial acumen
- Good knowledge and understanding of quality frameworks, functional skills and IAG
- Ability to think and work creatively to design, develop and deliver flexible learning solutions
- Ability to work using own initiative to plan and prioritise fluctuating workload
- Excellent knowledge of issues regarding safeguarding, equality and diversity, social care, health & safety
- Understanding of the principles and practice of assessment and teaching practice
- Ability to motivate and engage people.
- Ability to employ a variety of teaching and assessment methods
- Fluent in English

**Desirable**

- Experience of working in a business development role
- Information Advice & Guidance qualification level 3 or above

## Supporting information

Driving classification	
<b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
<b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
<b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>



## Clearances – Baseline Personnel Security Standard (BPSS)

This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check

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This role is not subject to a BPSS check

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## Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 2\***. (\*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').

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This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 3\***(\*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).

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This role is not subject to a NPPV check

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## Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.

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For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.

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For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.

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