

Role Description and Essential Skills



<u>ROLE:</u>	TRAINER/ASSESSOR
<u>REPORTING TO:</u>	VOLUNTEER TRAINING & DEVELOPMENT MANAGER
<u>LOCATION:</u>	GLASGOW
<u>SALARY:</u>	c. £30,000 p.a.
<u>HOURS:</u>	FULL TIME (38.75hrs per week)

SCOPE

This Trainer/Assessors role will be line managed by the Volunteer Training and Development Manager and will work closely with other Trainer/Assessors and officers from within our volunteering team.

The role is responsible for the delivery of training to our volunteers, upskilling and developing them to successfully deliver all facets of the volunteering role. This will include but not be limited to the delivery of standard first aid for events first aid, manual handling, and child protection training. As our volunteer base and the range of volunteering opportunities grows, the Trainer/Assessor will deliver additional training as required and will in turn be trained, developed, and supported to achieve this. You will work closely with other directly employed St Andrew's Trainer/Assessors as well as our team of Volunteer Trainer/Assessors who support with the delivery of volunteer training. You will co-ordinate, support, and mentor the Volunteer Trainer/Assessors as required to successfully deliver required training outcomes.

The postholder must be passionate about training and have a positive mindset, ensuring that the volunteers are at the centre of our operation. Having the right attitude, approach and being committed to working as a team to develop and grow our volunteer base is essential.

Where necessary, you will provide cover for our commercial Trainer/Assessors in the delivery of courses both within our training centres of excellence and externally to customers and/or at events working with our volunteers.

PRINCIPAL RESPONSIBILITIES

Key Relationships (Internal)

- Volunteer Trainer/Assessors.
- Training Co-ordinators within Regional Development Groups.
- Company Commandants.
- The Director of Operations & Business Development / Executive Leadership team.
- The Head of Volunteer Operations.
- The Volunteer Training & Development Manager.
- Trainer Assessors and Volunteer Development Officers and Youth Development Officers.
- The wider staff team responsible for the delivery of our volunteer function.
- Head of Commercial Training and our commercial Trainer/Assessors.

Key Relationships (External)

- External trainer assessors and training framework/quality assurance providers.
- Clients and businesses (as required).
- Appointed consultants or contractors.

Role Outputs

- To deliver training courses and conduct assessments in a fair and consistent manner in accordance with our policies and procedures and good practice. This may include working at locations and centres outside of Glasgow from time to time.
- To work collaboratively with staff, volunteers and where necessary commercial customers to maintain the highest standard of training and assessing.
- Accurate and effective administration including but not limited to the completion and prompt submission of all relevant course documentation and paperwork to include the updating of our Volunteer Relationship Management System with volunteer qualifications.
- To arrange and participate in meetings with Volunteer Trainer/Assessors, Training Co-ordinators within Regional Development teams and Company Commandants, as necessary.
- Support with inducting volunteers as may be required from time to time.
- Work with the Volunteer Training and Development Manager to deliver all facets of the volunteer training and development function.
- Provide cover to the commercial services training team and/or emergency cover at events where necessary.
- To be responsible for the implementation of the Health & Safety Policy as far as it affects you, your colleagues, volunteers, and others who may be affected by your work. You are also expected to monitor the effectiveness of any health and safety arrangements to ensure these are implemented and developed, as necessary.
- Elicit volunteer feedback, identify areas, and make recommendations to help improve our training materials and resources to deliver volunteer training more effectively, updating these as necessary.
- Operating in line with business and operational plans, delivering against key performance indicators as far as these relate to volunteer training and development outcomes.
- Work collegiately with colleagues within both the volunteering division and the wider organisation, fostering a 'one team' approach.
- You will be required to undertake Designated Protection Officer training, fulfilling the Designated Protection Officer role, as necessary.
- Undertake any other duties that may be required from time to time commensurate with the post.

ESSENTIAL SKILLS

Leadership & Management: Ability to work on your own initiative, motivate and mentor Volunteer Trainer/Assessors and foster a culture of continuous improvement in the delivery of volunteer training and development.

Financial Acumen: Ensure the effective management and utilisation of financial resources, in line with the Company's policies and procedures. Ensure that budgets are adhered to and that best value is achieved through suitable financial monitoring procedures.

Communication: Excellent verbal and written communication skills to train and communicate with colleagues, volunteers, customer, and wider stakeholders effectively.

Problem-Solving: Good analytical and problem-solving skills to diagnose issues and develop effective solutions to continually improve our training resources, materials, and the practical delivery of training.

Organisational Skills: Ability to effectively manage your day-to-day activities and meet necessary priorities and outcomes as required by the Volunteer Training and Development Manager.

Flexibility: Be able to operate to a shift pattern that will include periodic weekend and evening working and working outside of Glasgow. This will also include periodically being part of an on-call function. Be committed to continual professional development, including undertaking required training courses to support our commercial training function and a desire to grow and expand the range of courses that you can deliver as a Trainer/Assessor.

ESSENTIAL SKILLS

Education & Experience

- Nationally recognised training and/or assessor qualification.
- Hold a valid First Aid at Work Qualification.
- Knowledge and experience of using Microsoft Word, Excel, and Powerpoint.

Desirable

- Be qualified to HND, BTEC, or Bachelor's degree or equivalent.
- Experience of delivering first aid training courses.
- Experience of delivering health and safety training courses.
- Valid driving license with regular access to a car with appropriate insurance coverage.
- Hold a L & D 9DI/The Assessors Award J8RR 04 Unit (Assess Learner Achievement in the Workplace Using Direct and Indirect Methods) or equivalent.
- Hold a L & D 11 (Internal Verifier Qualification) or equivalent.
- Knowledge and experience of using a Volunteer Relationship Management System and/or Customer Management System.
- Knowledge of St Andrew's First Aid products and services.