

VAL Jobs

Training Development Officer



Job description

Job purpose: Development, sales, co-ordination and delivery of VAL's training programme

Responsible to: Team Leader/Executive Manager

1.	Main aims of the role
1.1	To manage, design, deliver and develop VAL's free and paid-for training programme, including sourcing external trainers where appropriate
1.2	To diversify and increase the financial targets for the paid training programme through increased training sales
1.3	To collect and coordinate bookings for training events and to liaise with trainers and delegates as appropriate
1.4	To analyse and provide reports on evaluations of the training sessions to ensure quality control of the training offer.
1.5	To maintain a database of attendees and participating organisations.
1.6	To promote and market the training programme to ensure the maximum possible number of attendees for each training event delivered.

2.	Main activities of the role to deliver the aims
2.1	Liaising with trainers to ensure that all relevant information for each session, e.g. content, session title, venue, equipment, and refreshments, is correct and available for publicity/advertising purposes.
2.2	Ensuring each session is appropriately publicised/advertised, e.g. through the VAL website, newsletters, social media
2.3	Collection and collation of bookings for individual events.
2.4	Developing materials for courses to include e-learning
2.5	Liaising with delegates electronically and by telephone, e.g. to confirm bookings and provide joining instructions.
2.6	Liaising with trainers to provide delegates details and ensure all associated documentation for the event is correct and of high quality.

2.7	Undertaking appropriate intervention activity in the case of low level of delegates – reminder emails to organisations, telephone calls, etc.
2.8	Researching potential new opportunities for delivering training sessions.
2.9	Developing and maintaining a database of attendees
2.10	Distribution of follow-up evaluations and provision of reports on training quality.
2.11	Ensuring effective cost control, e.g. by properly costing venue and trainer costs and setting appropriate pricing for training sessions.
2.12	Delivering training sessions as a trainer, as and when required.
2.13	Undertaking post training interventions as necessary

3.	Supporting the development of VAL and its people
3.1	Be an effective ambassador and representative for VAL
3.2	Participate positively in the development of plans, projects, performance management and VAL organisational development
3.3	Maintain data, statistics and information on VAL's work and to produce regular monitoring and promotion reports
3.4	Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL's people and keeping up to date with relevant changes in policy and practice
3.5	Build and maintain effective relationships with colleagues including working collaboratively across VAL
3.6	Be accountable to VAL and colleagues for your actions, actively supporting VAL's values
3.7	Support volunteers to deliver aspects of VAL's work
3.8	Ensure the health and safety of VAL's people and service users
3.9	Encourage and promote equality and diversity inside and outside of VAL
3.10	Carry out evening and weekend work as required
3.11	Undertake any other reasonable duties in line with the aims of the post

Person specification

The person specification sets out the essential qualities that we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experiences.

Established training and development experience	Established experience of designing, developing, promoting or delivering training courses, and of the elements that make training courses successful. Training sales/income generation experience is a key requirement.
Customer Services, information and advice	Providing information, advice and support to service users or customers
Administration	Using and developing basic administration systems and databases to maintain and access information using paper and electronic systems
Managing, supporting and working alongside people	The ability to work effectively and professionally with internal colleagues and external partners at all levels within partner organisations.
Experience of different communities	Working with different communities and with a wide variety of voluntary and community sector organisations
Equality and diversity	Encouraging and promoting equality and diversity in the delivery of services and experience of working effectively with people from a range of backgrounds
Building relationships	The ability to build and maintain effective relationships with colleagues and partners in all sectors
Organisational skills	Being well organised, prioritising demands, making decisions and working to deadlines
Approach to work	Having a customer service focus, and a positive “can do” approach to advice and support provision, dealing with difficult situations and changing environments calmly and effectively
Presentation skills and oral communication	Excellent communication and advice giving skills with a diverse range of people and organisations through a range of mechanisms such as face to face, telephone and electronically, including ability to engage and be enthusiastic with others about our training.
Written communication and developing resources	Good writing skills and the ability to develop information resources for VCS and volunteer-involving groups
Understanding of marketing	Experience based understanding of promotion and marketing, including social media.

ICT Skills	Proficient in ICT packages including word processing, email and internet, spreadsheets and databases
Continuing professional development	There are no specific qualifications for this role, but evidence of continual development of knowledge of skills is required
Hours of working	Able to work some evenings and occasionally at weekends
Travel	Ability to travel regularly within the city and county and occasionally nationally