

PARKHEAD CITIZENS ADVICE BUREAU

PATHFINDERS PROJECT

TRAINING OFFICER

The Training Officer is responsible to the Bureau Manager. The main aim of the post is to co-ordinate volunteer and paid staff training and development within the organisation.

MAIN DUTIES AND RESPONSIBILITIES

Planning and Development

- Assist the Bureau Manager in the formulation and delivery of the annual training and development plans
- Respond to the introduction of new legislation and initiatives and identify appropriate training needs
- Ensure individual training and development plans are prepared for paid and volunteer staff
- Evaluate the effectiveness of training and development programmes
- Identify own training and development needs

Training and Development

- Undertake assessments of training needs and competence of advisers and other staff
- Develop induction programmes, including the development of appropriate materials
- Maintain training and development records for staff
- Hold regular meetings with individual trainee advisers to ascertain problem areas, competency progress and training and development needs
- Research, design and deliver training programmes, sessions, lesson plans and materials.
- Arrange visits and placements for staff with outside agencies and organisations where appropriate.
- Liaise with the management team on the provision and timing of external training courses.
- Co-ordinate recruitment campaigns for voluntary staff including interviewing applicants for basic training
- Liaise with Citizens Advice Scotland Training staff, bureau tutors, staff of other agencies and external training providers

Staff Supervision

- Support and supervise the work of minders/coaches and tutors

Social policy

- Promote the importance of social policy work.

Administration

- Attend appropriate internal and external meetings as agreed with the Bureau Manager
- Prepare a monthly report to the Bureau Manager including details of training provided,

numbers attending and participants evaluation of training

- Assist the Bureau Manager in matters relating to the production of the Annual Report, monitoring reports for funders and in the production of briefing materials, social policy reports and information leaflets

Development and Liaison

- Assist the Bureau Manager to create an awareness within the community of the services provided by the project and Parkhead Citizens Advice Bureau.
- Liaise with relevant external agencies to promote confidence in the project and service
- Contribute to and participate where appropriate in the activities of the Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland

General

- Carry out any other tasks which may lie within the scope of this post.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines sharing responsibility for her/his own safety and that of colleagues.

Person specification

- Understanding of and commitment to the aims and principles of the CAB service and its equality and diversity policy
- Understanding of theory and principles of adult learning and development.
- Experience of design and delivery of self-study and group training materials.
- Recent experience of planning, developing, delivering and assessing the effectiveness of training sessions/programmes.
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Experience of supporting and supervising staff
- Effective written and oral communication skills.
- Ability to use IT in the preparation of training materials and reports.
- Flexible approach to work and willingness to work as part of a team
- Ability to research and interpret information.

Extract of Main Terms and Conditions of Employment

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| <u>Job Title:</u> | Training Officer |
| <u>Place of Work:</u> | Parkhead Citizens Advice Bureau 1361 Gallowgate Glasgow G31 4 DN |
| <u>Salary Grade:</u> | SJC spinal point 31 (currently £27,033 pro-rata) |
| <u>Hours of Work:</u> | 14 hours per week. |
| <u>Duration:</u> | Fixed term until 31 March 2018 |
| <u>Holidays:</u> | 27 working days per year plus 13 public holidays (pro-rata) |