# About the role

* **Job Title:** Training Support Co-ordinator
* **Location:** Moray
* **Hours per week:** 18 hours per week
* **Type of contract:** Fixed-term contract until 30th September 2024.
* **Salary:** £10,296
* **Closing Date:** Thursday25th August 2022 at 12.00.
* **Interviews:** Thursday8th September 2022

**About the job**

Moray Citizens Advice Bureau based in Elgin, Moray is an independent and innovative advice organisation providing holistic advice and support to local people.

We are currently recruiting for the post of Training Support Co-ordinator. We are looking for a self-motivated individual to provide support to volunteers and staff. The role involves promoting volunteer opportunities, maximising recruitment and retention, delivering training and ensuring volunteers and staff maintain training records.

The successful candidate will need to demonstrate excellent IT, communication and interpersonal skills. You will have experience of designing and delivering training using a range of learning methods. You will be able to work both independently and as part of a team. You will have a positive can-do approach to challenging situations and problem solving.

To apply please contactRob Morrison, Deputy Manager

Tel: 01343 559004 or Email: bureau@moraycab.org.uk

**Equality & diversity monitoring**

To help Moray Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: bureau@moraycab.org.uk

**About the employer**

Moray Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.

Charity number: SC018026

Charity name: Moray Citizens Advice Bureau

**Job Specification**

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| **Key responsibilities, Training Support Co-ordinator*** Advertise and promote volunteering opportunities as required for the service.
* Seek to attract and recruit a wide demographic of volunteers, representative of the community we serve.
* Manage administration for the initial Adviser Training Programme (ATP).
* Work alongside management to assess volunteer training needs and to monitor volunteer training participation.
* Provide clear and constructive feedback to trainee volunteers on their progress throughout training.
* Support new trainees through Shadowing, Mentoring and Case checking.
* Assess and deliver ongoing training to volunteers and paid staff as required.
* Provide statistical information to management relating to training as required.
* Be proactive in supporting the development of the organisation and helping with the design and delivery of new services relating to recruiting, training and retaining volunteer advisers.
* Play an active role in the local community, engaging with partnerships and other organisations delivering bureau presentations to promote the bureau and to generate new volunteers.
* Actively participate in training team meetings.
* The above job description is not exhaustive and other duties may be required as reasonably requested by management.
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# Person specification Knowledge, skills and experience

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|  | **Essential**  | **Desirable** |
| Experience | Designing and delivering training. | Working with Voluntary Sector. Delivering an advice service. |
| Skills and Attributes | Ability to communicate effectively both orally and in writing.Ability to prioritise own work and meet deadlines.Ability to promote the service to different organisations and voluntary groups.Ability to gather and accurately record statistics. | Ability to work independently or as part of a team. |
| Knowledge | An excellent knowledge of I.T. applications including Microsoft Office, case recording systems, A knowledge of office administration. | Knowledge of local voluntary organisations.Experience in using distance learning systems. |
| Values and Attitudes | An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of the Bureau.A commitment to Equal Opportunities. | A commitment to helping volunteers achieve their potential.A commitment to continuous personal development.  |
| Other | Flexible working and to travel to a variety of locations within the area as and if required. |  |