



Trainer

Job pack

Want to chat about this role?

If you want to chat about the role further, you can contact Danni Colclough by emailing d.colclough@arunchichestercab.org.uk



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



The purpose of the role

With Covid impacting how and when people want to volunteer and a whole new way of working for many of us, volunteering opportunities are opening up both in in our offices and remotely.

The aim of the role is to recruit new volunteers and then provide high quality, effective and efficient training. Regular support that will allow volunteers to move through our self-study package as quickly as they can, allowing Citizens Advice as a team to deal with more demand from our local community. This role will predominantly support new trainees, from varying backgrounds offering different skills, knowledge and commitments.

As part of this role, you will train to become an advice supervisor, covering annual leave and sickness when needed. Some advice knowledge is advantageous but not necessary as full training can be provided, although you will need to be able to learn quickly and retain Indepth information.



Role profile

Guidance and support

- Provide information and support on any aspect of implementing learning programmes.
- Provide advice and guidance on APEL claims.
- Facilitate moderation to ensure consistent standards of assessment across the service.
- Provide support and guidance on all aspects of accreditation.
- Facilitate locally held training supervisor forums.
- Facilitate both remote catch sessions and face to face sessions
- Manage trainee's development through an already established training programme
- Provide support to trainees not able to meet the appropriate standards
- Be able to give constructive feedback
- Offer a mixture of video calling, team chats and face to face support

Generic

- Undertake training work as required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that all training reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Communicate learning outcomes with the Learning and Development administrator.
- Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular centre meeting and external meetings relevant to the role (staff, team, management, trustee board, etc).
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.



Person specification

- Ability to commit to, and work within, the aims and policies of the Citizens Advice Service.
- A good up to date understanding of equality and diversity and its application to the provision of advice, and the development of volunteers
- Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards
- Proven ability to create a training session based on identified needs to a variety of different skilled volunteers
- Proven ability to deliver training sessions to small groups and larger groups
- Demonstrable understanding of the issues volunteers face whilst interviewing clients
- Ability to self-motivate and motivate others
- Proven ability to monitor and maintain agreed targets, such as trainees completing their own training
- Proven ability to develop individuals or groups by providing support, guidance and training
- Ability to research, analyse and interpret complex information and produce and present clear training sessions.
- Ability to prioritise own work and meet deadlines of training sessions
- Ability to use IT systems and packages and electronic resources in the provision of training and preparation of training.
- Ability to work with the team to ensure they are self-motivating and not falling behind
- A commitment to continuous professional development

What we give our staff

- 20 days' annual leave FTE (+ bank holidays) Increasing with length of employment.
- Workplace pension available
- Employee Assistance Programme

- Commitment to continued professional development
- Supportive and flexible employer
- An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community