

Job Description & Person Specification

Job Title: Training Facilitator

Service: People and Culture

Reports to: Talent Development Partner

Direct Reports: None

About The Role

The role of the Training Facilitator is key to delivering professional and effective People and Culture strategies and activities which support in developing a safe, inclusive, and performance-development culture for the work force, ensuring our people are skilled, knowledgeable, and safe. We aim to ensure we make and develop the best resources entrusted to us for our vulnerable residents and participants.

The Training Facilitator will oversee and design specialist training programmes for SIG Staff, Residents, and Participants, as well as other stakeholders as needed. They will apply the full training cycle including evaluation, and administration, and maintain the training content curriculum with the team, and assist in the roll-out or implementation of developmental events and activities. They will also be active in delivering external training projects.

About the Post Holder

The person in this post will be a confident trainer and will understand the skills and knowledge relatable to (SIG) Social Interest Group's portfolio with relevant subject knowledge and colleague needs, as well as those for our resident and participant groups. They will have previous experience and confidence in training various stakeholders in development activities.

The postholder will be ready to learn and continuously develop their training best practice and knowledge. They will be a self-starter, able to form effective and purposeful relationships within the organisation and with other partners and agencies, as well as communicate effectively with colleagues at all levels, in a friendly and approachable manner. The post holder will be a team player, someone who can think outside the box and bring ideas to the team, to ensure consistent improvement, and effective delivery of the service. They will have high attention to detail, and comfortable with carrying out administrative duties, and using various software's.

Key Responsibilities

PROJECT MANAGEMENT OF TRAINING CYCLE

- Identify needs from the needs analysis and determine priority areas of skills gaps and development of specific content for Programme participants which includes staff, residents, participants, and external stakeholders.
- Assist in creating original content, including but not limited to all exercises, handouts, and support materials. Collate data, improve, and update training content as necessary on a regular basis.

CURRICULUM MANAGEMENT

- Support with the development of training programmes and curriculums that address specific organisational needs and contractual obligations.
- Develop all training content by conducting research and evaluation, then implementing findings to continuous improvement.
- Maintain a schedule of training delivery for agreed training modules.
- Development of training objectives for courses and liaise with line managers and the team to advertise courses and ensure appropriate levels of sign ups and training engagement.
- Develop all course materials in house, including booklets, handouts, and posters.

PROGRAMME DELIVERY

- Adapt training and programmes to different learning needs and styles, using different delivery techniques for example combination of face to face, virtual, blended, and recorded courses.
- Delivery of training via different methods across all services, including internal venues and external.
- Responsible for co-management of schedule of training sessions and pre-course administration. This includes but is not limited to managing referrals and direct contact with clients to encourage sign-ups and conducting assessment using provided scales.
- Responsible for post training contact and evaluation with course participants, including those with external partners.
- Responsible for schedule and logistical management of courses.
- Resource and embrace innovative and contemporary learning techniques and work with colleagues to embed this into practice throughout the organisation.
- Utilise interactivity within course and Programme delivery including but not limited to interactive sessions, group activities, one to one training, and use of case studies.

PROGRAMME EVALUATION

- Responsible for collating training feedback and monitoring performance. Use feedback for continuous improvement of course materials and delivery.
- Utilise feedback platforms as appropriate, evaluate findings, and manage responses as necessary.
- Monitor and assess the effectiveness and success of training programmes. This may include

collecting good news stories thereafter, and utilising performance metrics.

- Create and manage reporting as required for internal and external purposes, including listing progress, actions, and performance reports.

EXTERNAL TRAINING

- Source and partner with a network of external and internal training providers, utilise resources and ensure all partners and organisations involved have an understanding of the organisational requirements, work closely with them to develop, and deliver mandatory training programmes for all staff, monitoring completion rates, and supporting compliance across the organisation.
- Manage client contract expectations and align external expectations to internal capacity and requirements, which fall within agreed costings and budget.
- Manage SLA provisions and delivery plans in line with relevant contract manager.
- Support and enable the pilot delivery of training programmes and improve as required.
- Deliver to external partner expectations and provide correct information as required for the delivery. Liaise with them after for feedback and evaluation.

ADDITIONAL RESPONSIBILITIES

- Support to ensure training systems, materials and programs are managed and continuously updated so they are compatible with business growth targets and individual career progression.
- Promote the organisation's commitment to investment in personal development as a means of improving employee morale and engagement.
- Work with the wider People and Culture team and other colleagues to continuously promote a culture of learning and personal growth through coaching, empowerment, and feedback.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding SIG's values, policies, and procedures.
- Administration duties will vary, ensuring compliance and confidentiality.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capacity and level of the position.

Person Specification

Qualification and Experience:	Rating
Knowledge and experience within the capacity of a similar type of organisation with a similar portfolio of training needs and services	Essential
Experience in training others in a similar capacity	Essential
Experience in working directly with and/or training similar residents and participant groups	Desirable
Previous experience in participating in similar courses	Desirable
Previous experience in a similar size and type of organisation	Desirable
Skills and Abilities	
IT Proficiency, ability to learn new software programs, advanced knowledge in Microsoft, including Word, Excel, and Outlook. Able to learn and deliver training on new programs	Essential
Ability and willingness to learn training programme content and requirements, then confidently deliver this to others	Essential
Ability and willingness to attend regular visits to our different service locations	Essential
Knowledge of Equality, Diversity, and Inclusion, being able to apply this to activities and share knowledge and best practice with others	Essential
Ability to create an open and safe environment for the full learning experience	Essential
Ability to simplify theoretical concepts to applied learning	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment	Essential
Knowledge of the health and social care sector or similar environment, particularly from a training compliance point of view	Desirable
Personal Characteristics	
Ability to self-regulate and manage own emotions in delivery setting	Essential
Excellent communication skills both written and oral including relationship building	Essential
Able to influence and support positive outcomes with others	Essential
Proactive nature, with the ability to use initiative to provide logical solutions	Essential
Attention to detail and quality, with organisation skills	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential
Ability to uphold the values we hold at SIG, and support in achieving our Mission and vision	Essential
Creativity and ability to bring new ideas to the team and organisation	Desirable