**JOB DESCRIPTION**

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| **Department:** Service Delivery |
| **Job Title:** Trainer - Power Up Project | **Grade:** D |
| **Responsible to:** Head of Service Development & Delivery | **Date:** January 2020 |
| **Purpose of job:**To raise awareness of the benefits of digital inclusion and provide training to families raising disabled children; to improve their digital skills and confidence to maximise and stabilise incomes, empowering families to improve their long-term financial health. |
| **Duties and responsibilities:*** Work with colleagues across departments to engage with families and obtain their views on what is important to them and how they would like to use digital skills to learn about maximising income and maintaining financial health.
* Develop a digital training module tailored to the needs of families using research outcomes and existing training resources.
* Produce written material to supplement the training module.
* Engage with delivery partners and experts to source relevant information, and decide on the best and most efficient way to provide this to families.
* Continually review and update training materials to ensure that the content is engaging and suitable for a non-technical audience.
* Liaise with the Service Delivery team to plan and arrange course delivery.
* Ensure training sessions are inclusive and that all families can participate.
* Liaise with and build positive relationships with partners and venue providers.
* Deliver training module to families at group or one to one sessions.
* Ensure that families have completed a pre-training survey/quiz and are provided with a post-training evaluation form, so that outcomes can be measured and reported to funders.
* Work with the communications team and subject matter experts to create digital content and other materials to support online learning for those who cannot get to a session.
* Develop and maintain the project’s web page ensuring that it, and the information contained within it, is accessible to families and easy to use.
* Review the content of information across digital channels and scope innovative ways to reach digitally excluded families via online channels.
* Evaluate the effectiveness of the training and make adjustments to the content and delivery, as required.

**General*** Co-ordinate with all other departments and colleagues to ensure the effectiveness and efficiency of Service Delivery.
* Attend meetings and training sessions as required.
* Carry out other appropriate duties as required by management.
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**PERSON SPECIFICATION**

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| **Department:** Service Delivery |
| **Job Title:**  Trainer - Power Up Project  |
|  | **Essential** | **Desirable** |
| **Experience** | * Development of training modules.
* Experience in preparing for and running workshops/training sessions for individuals and groups.
* Delivering results focussed on customer needs and satisfaction.
 | * Project support and coordination.
* Working in organisations providing services that support children, young people and families.
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| **Skills, knowledge and abilities** | * Proven ability to apply a creative approach to planning programmes and activities.
* Good written communication skills, with the ability to collate and present information to others.
* Great group facilitation and relationship building skills.
* Ability to engage and interact with families in a sensitive and diplomatic manner.
* Effective administration skills, with the ability to organise own workload in order to meet tight deadlines.
* Competent user of Microsoft Office software (Word, Excel, Outlook, PowerPoint).
* Able to handle pressure and think creatively to resolve issues quickly and effectively.
* Able to work independently and collaboratively.
* Able to work flexibly to suit the needs of the charity, including travel and occasional unsociable hours.
 | * Welfare and benefit knowledge.
* Understands e-learning concepts and potential.
* Able to create on-line learning modules.
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| **Education/ Training** | * A-Level (or equivalent) qualification
* Recognised training qualification.
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| **Personal attributes** | * Self-motivated and reliable.
* Approachable, friendly, helpful and courteous.
* Tolerant and calm.
* Willing to use initiative, take responsibility and be accountable.
* Flexible, adaptable and resilient to work demands and change.
* Understanding the needs of the internal or external customer and keeping them in mind when taking action or making decisions.
* Aware of, and sensitive, to equal opportunities issues.
* Supportive of the charity’s vision and strategy.
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