

POST AVAILABLE

Training Manager



Summary

Job Title:	Training and Development Manager
Location:	Inverness Badenoch and Strathspey Citizens Advice Bureau
Responsible to:	IBS CAB General Manager
Salary:	Up to IBS CAB Grade 7 (Point 31) £29,838
Type of Contract:	Permanent
Hours:	35 (Full time)
Start Date:	Notice Dependent
Closing Date:	<u>Monday 3rd August 2020</u>
Interview Date:	<u>Date to be arranged</u>

About the job

The post holder will join the Senior Leadership Team at IBS CAB (reporting directly to the General Manager with close working with the 2 Depute Managers) and will have full responsibility for Volunteer recruitment, training, development as well as being responsible for providing the necessary infrastructure to ensure quality of advice standards are maintained, this in turn will enable effective operational service delivery in respect of our general and frontline holistic services primarily but also other specialist areas as required.

In addition the post holder will undertake occasional Duty Manager duties and will be responsible for ensuring the smooth operation of the Bureau when carrying out this role.

Job description

Key responsibilities

Principle tasks and responsibilities

- To manage and deliver an ongoing programme for General Adviser recruitment, training and development within the Bureau for volunteers.
- To draft and implement a Bureau Volunteer recruitment strategy; individual Volunteer training plans, strategies, processes/procedures, and training programmes as necessary; to manage and oversee all Volunteer recruitment; training and personnel file management requirements; to manage Volunteer communication and e-mail address book and to undertake annual Volunteer joint progress reviews; to manage Volunteer online learning and to facilitate any wider training schedule as may be required to be delivered by stakeholders (including internal/external).
- With respect to all paid staff; To draft and implement training plans, strategies, processes/procedures, and training programmes as necessary; to manage online learning and to facilitate any wider training schedule as may be required to be delivered by stakeholders (including internal/external).
- To ensure that there is the necessary training infrastructure in place to ensure that quality of advice is achieved and complies with Citizens Advice Scotland quality of advice standards; Scottish National Standards for Advice and Information Providers and any other funder or legislative requirements.
- To oversee the annual review of all volunteers to identify training needs and improvement opportunities.
- To organise Training events with a view to achieving inward investment through charging other CABX, local groups, organisations and charities.
- With working with other SLT Members ensure that the Bureau obtains National Standard Accreditation in all cases recorded not just selective cases.

The above job description is not exhaustive and is clarified and intended to include broad duties inherent of the post.

Person specification

Knowledge, skills and experience

Essential

- A minimum of 3 year's knowledge and/or practical experience in organising training, delivering generic content, appraising volunteers and staff and planning skills and development opportunities for all staff and volunteers.
- Experience and able to demonstrate proven ability in successfully managing teams and evaluating performance.
- Experience of effectively delivering training and ability to design and deliver training modules/programmes as required as well as a full understanding of adult learning techniques.
- Excellent presentational and organisational skills; experience of providing 2nd tier support to trainers.
- Recent experience of team or project management and proven ability to support a number of individuals concurrently who may be at different stages of learning and competence.
- Excellent, understanding of the importance of quality of advice requirements of and ability to ensure compliance with the same.
- Ability to promote Volunteer opportunities; to effectively recruit and retain; to ensure a quality induction and training/record plan is implemented.
- A good understanding of equality and diversity; GDPR; safeguarding; and its application to the provision of advice, and the supervision and development of Volunteers.
- Proven ability to give and receive feedback objectively and a willingness to challenge constructively and in a way that does not where possible negatively impact morale.
- Ability to monitor and maintain own standards; experience of building constructive partnerships with stakeholders; experience of working both on own initiative and as part of an effective team; experience of strategic and operational planning and implementation.
- Ability to communicate effectively orally and in writing, particularly in a training and development setting.
- Excellent understanding of the issues affecting society and their implications for clients and service provision and how this might impact on the knowledge and skills needed by the Advisers.
- Ability to assimilate information (such as industry reports or guidance as needed for a training setting); to write reports; draft training time-tables; plans; joint progress reviews and ability to keep all records up to date; to extract and compile information for example for training updates and to attend meetings and be optimally effective and challenge appropriately as required.

- Ensure Bureau compliance for Volunteer record keeping including basic disclosures; references; confidentiality; CASTLE usage; training records and so forth.
- Ability to identify and action own training needs and to work effectively to enhance continual professional development including keeping up to date with any relevant legislation; procedures; guidance; directives and advice topics.
- A willingness to approach work with a 'can do' attitude; ability to create a positive working environment and ability to prioritise and successfully manage workload at all times.
- It would be necessary for any post holder to be an experienced user of Word, Excel, Database management, PowerPoint and Training tracking techniques.

Desirable

- Experience of working within the voluntary sector, either paid or unpaid.
- Appreciation of the aims and principles of the CAB service.

How to apply:

Application Pack (no CV's please) or more information if required can be requested from and returned to: admin@invernesscab.casonline.org.uk

Please return your application form by **Monday 3rd August 2020.**

Interviews to take place on: **Date to be arranged.**