

JOB DESCRIPTION

Job Title:	Training Co-ordinator
Location:	Hybrid: Home Based & Perth Office (min 1 day per week) occasional travel within Scotland with notice
Reporting to:	Volunteer Development Manager
Hours:	35 hrs per week (full time)
Salary:	£24,023 plus 6% contribution to pension

Purpose of the Role:

To provide support to the Volunteer Development Manager and National Training Manager to ensure that all training needs are met across the organisation, this includes training for incoming volunteers to the organisation; and training for a wide range of external organisations.

Aim of the Role:

The role has two key aims: To support the administration of training for new volunteers to the organisation, enabling them to provide high quality support to our bereaved clients; and to co-ordinate training for external organisations which is a key income generator for our charity.

Key Functions and Responsibilities:

Training for new volunteers

- Respond to new enquiries from potential volunteers to all roles
- Support the Volunteer Development Manager in arranging training for a range of volunteer roles
- Arrange interviews for new volunteers, co-ordinating of team members diaries
- Request and centrally file references for all new volunteers
- Prepare training manuals for new volunteers and distribute
- Prepare, collate, and share feedback from volunteers for training courses
- Update organisational database with new volunteer information
- Support the preparation of the annual training calendar alongside the Volunteer Development Manager and Director of Client Services.

Training for External Organisations

- Respond to, and liaise with, a wide range of external training customers
- Co-ordinate ongoing communication and support between trainers and training customer
- Arrange training venues or the use of digital platforms for training delivery
- Liaise with trainers over changes to content for training materials

- Prepare materials ready for trainers ahead of training delivery, ensuring any specific requests of the training customer have been included and ensure is compliant with brand guidelines
- Prepare, collate, and share evaluations from training courses
- Support the promotion and marketing of our external training programme
- Schedule regular programme of individual place training courses on our Calendly platform
- Update systems to instigate invoicing by our Office Manager for training invoices
- Provide support to the National Training Manager in the ongoing development of our training to external parties

Other Tasks

- Attend our online quarterly Practice, Governance and Training committee meetings
- Organise and attend quarterly meetings of our trainers (Training Team)
- Attend our fortnightly staff meeting with the full staff team to engage in staff training, updates from across the organisation and wellbeing sessions
- Represent Cruse Scotland at external events to promote volunteering opportunities and external training promotion
- Responsible for updating online eLearning materials as required
- Adding new volunteers and relevant external contacts onto eLearning platform
- Liaise with eLearning provider to rectify technical issues when they arise
- Undertake any other duties or tasks which may be reasonably considered within the remit of the post.

PERSON SPECIFICATION AND PROFILE

Skills and Qualities	Essential	Desirable
Excellent Communication Skills (for a wide range of contacts)	✓	
Excellent Organisational Skills	✓	
Excellent IT skills	✓	
Excellent Multi-tasker	✓	
Excellent Team worker	✓	
Adept in the use of MS Teams, Zoom, Outlook and PowerPoint	✓	
Willingness to learn new technology	✓	
Can do attitude	✓	
Personable	✓	
Caring	✓	
Professional	✓	
Ability to Prioritise	✓	
Commitment to our organisational ethos of Unconditional Positive Regard	✓	
Desireable but not essential		
Creativity		✓
Marketing Experience		✓
Experience of working in the Third Sector		✓