**Learning & Development Specialist - Trainer**

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| Job Purpose: | **To develop & deliver superb learning interventions for the benefit of clients and LEVELheaded** |
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Responsibilities:

1. Promote LEVELheaded and its services

* Know what we’re doing - keep abreast of what clients other colleagues are working with, and the projects of training they are delivering
* Know what clients are doing – keep abreast of developments in the sector and within individual client organisations
* Know what’s happening in Learning & Development – keep abreast of developments in our profession, including literature, models, theories etc
* Use LinkedIn, and other agreed technologies, to make connections with people within the client sector
* Visit current and prospective clients
* Follow up enquiries quickly
* Broaden relationships with client organisations to include colleagues

**2. Develop learning interventions for client organisations**

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| e.g. | Leadership & management | Team building |
|  | Managing performance | Problem solving |
|  | Decision making | Managing conflict |
|  | Managing poor behaviour | Support and supervision |
|  | Appraisal | developing staff etc. |

Make agreements to provide in-house training:

* Liaise with clients to ensure clarity on the purpose, objectives and content of the training intervention
* make provisional agreements (participants, numbers, content, duration, dates, times, fees, venue) with client
* draft and submit proposed programme(s) with clear objectives designed to meet the training need
* amend proposal as necessary in discussion with the client
* issue a letter of agreement to the client

**3. Deliver learning interventions for client organisations**

* design and develop the course
* produce handout packs, training aids and other materials, develop exercises
* set up the training room
* lead (facilitate/ train) the course
* invoice the client
* evaluate and follow up the course with the client

**4. Administration**

* Keep up to date and on top of the administrative requirements of the job:
* Shared calendar
* Use of Skype for team comms
* Travel & accommodation booking
* Client contract letters, invoices and follow up
* Create / use spreadsheets to track extended projects of work
* Use and follow protocol for Company Credit Card
* Commissioning of Role Players
* Submit monthly/quarterly expense claims
* Use Survey Monkey for evaluating interventions and reporting to colleagues and clients
* Keep all pages of “Nibbles” up to date
* Make up training packs
* Liaise with printer for pack production & delivery
* Report on those clients where you are the relationship manager
* Monitor the organisational competitor you most admire
* Ordering stationery/resources

**5. Organisational Development**

* Be an active contributor to LEVELheaded’s development
* Look for, propose and deliver ways of developing our organisation – our products, our services and our ways of working
* Prepare for and contribute to team meetings
* Develop new resources e.g., handouts, activities, exercises, case studies,
* Identify new sources for training resources
* Make regular contributions to our website and LinkedIn page
* co-ordinate with colleagues working with the same client and/or delivering the same kind of service
* participate in and contribute to Team forums
* share with other Team members previous experience, skills and up-to-date knowledge which may be relevant to the Team in providing its service

**6. Colleague Support**

* Be ready to stand in for a colleague in the event of illness, holiday etc
* Look for opportunities to support colleagues
* Use skype and text to chat (maintain our relationships)
* Make yourself available as a sounding board for colleagues
* Contribute to colleagues’ development by using them as a sounding board
* Comment on colleagues’ proposals, programmes etc
* Demonstrate commitment to LEVELheaded’s values
* Contribute to the participative management of the organisation
* Work within LEVELheaded’s policies and procedures
* Work flexibly in line with LEVELheaded’s needs

**7. Self Development**

* Maintain performance in line with LEVELheaded’s competencies as listed in our probation and appraisal scheme
* Develop and propose plans for your own development that align with LEVELheaded’s
* Meet your personal targets and objectives

**Authority**

We spend at least half our year working individually with clients. So we all have a huge responsibility for LEVELheaded’s reputation, brand and success. And therefore we each have considerable authority (decision making power) which needs to be exercised ‘on the spot’ and without reference to colleagues.

At the same time, we choose to operate as a team and understand that this includes our interdependence on each other. So we opt for shared ways of working rather than acting unilaterally.

**Person Specification**

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| **Essential Elements** | **Desirable Elements** |
| **Experience of:**   1. managing staff 2. workingin the non-profit sector 3. designing, delivering and evaluating training 4. delivering management training for middle managers 5. writing training programmes with clear learning objectives 6. developing training materials 7. meeting tight deadlines 8. working in a team | **Experience of**:   1. delivering management training for senior managers 2. of promoting a professional service 3. of using social media for business objectives 4. of using software/apps for improving communication with clients – verbal/written, electronic/hard copy |
| **Skills – Able to:**   1. implement the principles of excellent customer care 2. engage well with a wide diversity of individuals, groups and clients 3. grasp and match clients’ needs to our services and products 4. use PC/Mac and standard office software 5. present information to groups in an interesting, entertaining and well structured way 6. use management and other life experience in a training setting 7. prioritise well when under pressure 8. work at a fast pace and maintain quality of work 9. be upbeat and optimistic 10. raise issues and problems directly with colleagues in a problem solving, non-blaming way 11. work from home and throughout the UK and, occasionally, other parts of Europe 12. stay away from home overnight (or even for a couple of days) 13. work core hours of 9 a.m. to 5 p.m. Monday to Friday and longer when necessary | **Skills – Able to:**   1. learn and develop quickly 2. carry and arrange light furniture, equipment and supplies to set up a training room 3. drive |
| **Knowledge:**   1. of management theory 2. of non-profit/social purpose organisations in the third sector 3. of ethical working as it pertains to this post | **Knowledge:**   1. know how to structure and layout reports, business letters and memos 2. volunteer management |
| **Personal Quality**   1. commitment to the values of LEVELheaded; the non-profit sector, learning and development, equality and diversity |  |
|  | Qualifications:   1. Management / Leadership / Coaching / Facilitation 2. CIPD or other relevant professional qualification 3. Clean and current driving license |

*Experience, skills and knowledge may have been gained in paid and* ***unpaid*** *work.*