



## Job Description

### Trainer

<b>Hours per week:</b>	35 hours (9am – 5pm; Mon to Fri)
<b>Contract type:</b>	Permanent
<b>Location:</b>	Glasgow (with travel to includem offices as required)
<b>Reports to:</b>	HR Manager
<b>Line Management Responsibility:</b>	None
<b>Financial Accountability:</b>	Low

### Job Summary

The HR team is responsible for providing support and guidance to the organisation, ensuring we promote an environment where managers and their teams are provided with the tools, skills, and assistance to enable them to deliver optimum services to young people and families.

The Trainer will facilitate the learning and development of our employees. Dedicated to fostering a dynamic and inclusive learning environment, the Trainer will develop and deliver training initiatives to our staff, stakeholders, and external professionals. Collaborating closely with our L&D Business Partner they will ensure the workforce possess the necessary skills and capabilities to meet the evolving needs of the organisation.

### Key Responsibilities

The key responsibilities of the Trainer include, but are not limited to:

#### Service Delivery

- Receive, coordinate and/or prepare materials for training sessions and workshops.
- Send out pre-work and post-work if applicable and create and administer feedback surveys.
- Assist in the setup of systems and processes to enable L&D initiatives to be effectively implemented.
- Responsible for delivering the full suite of includem's internal training.
- In conjunction with the HR Coordinators, schedule and deliver includem's induction to new employees.
- Design, development and delivery of learning material and products for the organisation with the aim of also delivering externally as part of includem's revenue.
- Pursue and drive accreditation.
- Link to and reflect national policy in all learning materials and products.
- Keep up to date with industry and legislative requirements to ensure training products and services are delivered effectively and on time.



- Track and maintain databases and enrolment of staff onto relevant SVQ's.
- Maintain all systems and databases which capture L&D information.
- Assist the HR team in managing registration and applications with SSSC.

#### **Building Relationships**

- Attend forums, industry specific events, colleges, and universities to showcase and educate about what includem delivers.
- Schedule and attend meetings with internal and external stakeholders where L&D is the key activity/focus.
- Liaise with external stakeholders and suppliers of L&D services and products to ensure includem offers and delivers optimum L&D opportunities across the organisation.
- Identify organisations and external bodies where there is opportunity to develop and foster partnership working.

#### **Data and Projects**

- Ensure evaluation of materials and products are measurable and learning is embedded across the organisation.
- Gather L&D KPI's for quarterly reporting, including for the HR Committee.
- Produce reports for external bodies and funding organisations as required by SLA's.
- Assist with the development of the L&D Strategy with the L&D Business Partner and HR Manager.
- Track and report on all employee training activities.
- Collect data from course evaluations to demonstrate ROI.
- Support the L&D Business Partner with the development and implementation of L&D initiatives.



## Person Specification

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
<b>Technical Skills, Knowledge, and Experience</b>	<ul style="list-style-type: none"><li>• Experience of working in the care / charity sector.</li><li>• Experience in the delivery of training.</li><li>• Knowledge of the Scottish Social Services Council (SSSC).</li><li>• Demonstrable knowledge and understanding of multiple approaches to learning.</li><li>• Experience in scoping, developing, and delivering training materials to a wide and varied audience.</li></ul>		Application process  Individual interview
<b>Education / Qualifications</b>	<ul style="list-style-type: none"><li>• Qualification in relevant social care subject (SVQ Level 3 and above).</li></ul>	<ul style="list-style-type: none"><li>• Have, or be willing to work towards, a relevant training qualification.</li></ul>	Application process
<b>Other Requirements</b>	<ul style="list-style-type: none"><li>• Possess creativity, adaptability, and knack for innovation.</li><li>• Ability to work independently with minimal guidance.</li><li>• Excellent verbal communication skills including delivering training sessions to groups of people.</li><li>• Excellent problem-solving skills – be solutions driven.</li><li>• Eager and determined, continuously seeking opportunities to improve learning initiatives.</li><li>• Excellent time management and organisational skills.</li></ul>		Application process  Individual interview



**Acknowledgement:**

This job description is an overview of the duties, responsibilities, and requirements of the position. You may be required to perform other duties throughout your employment at the reasonable request of your line manager.

I acknowledge that I have read and understood the job requirements, responsibilities, and expectations outlined in the job description.

Employee Name		Employee Signature		Date	
Line Manager Name		Line Manager Signature		Date	