## Role information

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| Job title: | Training and Learning Technical Officer | Travel required: | Some travel across BCWA sites may be required |
| Location: | Based at our Sandwell office, but may need to attend other sites as necessary across the Black Country area | Position type: | Administrative and project support  |
| Service area: | Corporate Services  | Salary: | £24,934 - £27,564 |
| Responsible to: | Head of Learning and Employee Development  | Working hours: | 37.5 hours per week(9am to 5pm, Monday to Friday)  |

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| Additional requirements  | Organisational benefits |
| * May require some work outside of normal office hours
* Full driving license with willingness to use own vehicle
* DBS check to be undertaken
* Eligibility to work in the UK
* Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female
* The post holder may be required to undertake additional duties from time to time as instructed by the Development and Communications Manager and CEO
* This job description will be subject to review as part of the annual appraisal process.
 | * Mileage allowance
* Training and development opportunities
* Employee Assistance Programme
* Access to group clinical supervision with a BACP trained counsellor
* 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service
* Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days
* Bi-annual staff away days
* Regular internal newsletter created by staff
* Time off in lieu (TOIL) when overtime is required
* 5% employer contribution to pension
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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience.**Black Country Women’s Aid Corporate Services**Our Corporate Services comprise of BCWA’s Finance, Fundraising, Human Resources, Training and Governance teams. The work undertaken by Corporate Services underpins the support provided by our frontline staff. As BCWA has grown, Corporate Services have become more integral to the development and success of the organisation and we are now looking for a Training and learning technical officer to support development of training and learning opportunities within the organisation and externally. **The Training and Learning Technical Officer Job Role**They will develop training for staff during their induction and for continued professional development, as part of our workforce development strategy. They will have a specialism in utilising technology to assist this, from eLearning development to making the best use of the intranet to build staff knowledge. They will work alongside experts by experience and specialist staff members to develop effective training and assist with the facilitation of this, as and when required.The Training and Learning Technical Officer will be able to develop training using a variety of computer programs, adapt materials to meet learner needs and deliver training in person and via online platforms.  |

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| **Working for BCWA** |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. Victims of violence are at the heart of everything we do.   BCWA listens, supports and cares. |
| Commitment to safeguarding  | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions.  |
| Equality and diversity  | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service.  |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data. All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** |
| 1 | Develop resources for the fulfilment of internal and external training requirements, ensuring that staff, students and volunteers have the access to the necessary training to undertake their roles effectively.  |
| 2 | Coordinate, develop and deliver support and training programme for specific audiences as required such as apprentices/volunteers/students. |
| 3 | Coordinate the development of training in partnership with subject matter experts and experts by experience.  |
| 4 | Periodically review and update existing training utilising participant feedback, facilitator feedback and experts by experience.   |
| 5 | Create training content for a range of presentation methods, including face to face, online and e-learning.  |
| 6 | Facilitate training online and face to face, ensuring that materials are accommodating to learners with various learning style preferences.  |
| 7 | Update and develop the SharePoint based intranet to increase staff learning opportunities. |

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| **General Duties** |
| 1 | Involve and encourage client feedback and consultation. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation.  |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role.  |
| 6 | Reporting to service managers in line with their contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | Essential Criteria | Desirable Criteria | How Measured* A – application
* I – interview
* T – test
* R – references
* E – evidence (ID, certificates)
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| 1 | An education to degree level or equivalent (NVQ Level 5), minimum Level 3.  |  | X | A, E |
| 2 | Training/education qualification (minimum Level 3). | X |  | A, E |
| 3 | Experience of writing, delivering and developing training programs.  | X |  | A, I |
| 4 | Experience of using eLearning platforms such as Thinkific and tools such as Genially to create courses using non specialist technology (e.g. not SCORM). | X |  |  |
| 5 | Experience of working with subject matter experts, external training providers and awarding organisations, such as OCN. |  | X | A, I |
| 6 | Experience of working/liaising within a multi-agency setting with a range of stakeholders and representing clients/organization at external meetings. | X |  | A, I  |
| 7 | Experience of using design/presentation software to create engaging training. | X |  | I |
| 8 | Experience of working within the charitable sector. |  | X | A, I |
| 9 | Experience of carrying out research and development activities. |  | X | I |
| 10 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets. |  | X | A, I |

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| Knowledge | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Understanding of trauma informed approaches. |  | X | A, I |
| 2 | Knowledge of the Violence Against Women and Girls Strategy and the gendered nature of violence.  |  | X | I |
| 3 | Have knowledge and experience of applying health and safety and GDPR compliance. | X |  | I |
| 4 | Have a comprehensive level of knowledge of relevant legislation and good practice requirements for example, Women’s Aid Standards. |  | X | I |
| 5 | Knowledge of the impact of abuse and trauma on adults and children, including safeguarding implications and barriers to accessing help. |  | X | A, I |
| 6 | Extensive knowledge of training strategies and techniques to be able to reach a wide audience | X |  |  |

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| Skills and abilities  | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Demonstrable ability to use Office 365, including SharePoint, Lists and Power Automate. and other virtual platforms, such as Zoom.  | X |  | A |
| 2 | Ability to learn and adapt to new software and be creative in it’s application.  | x |  | A,I |
| 3 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | X |  | A, I |
| 4 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | I |
| 5 | Excellent writing, editing and proof-reading skills, with the ability to communicate and adapt complex information effectively for a variety of audiences. | X |  | A, I |
| 6 | Ability to build and develop relationships with services and partner agencies, including subject matter experts, through telephone, face to face and written reports. | X |  | I |
| 7 | Ability to carry out a range of research and information-gathering activities. | x |  | A, I |
| 8 | Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | X |  | I |
| 9 | Ability to communicate effectively with victims of abuse and gather feedback from them showing sensitivity for others’ viewpoints and valuing diversity. |  | X | I |
| 10 | Ability to develop and deliver effective training face to face, online and via e-learning systems. | X |  | A I |

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| Personal Attributes | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives. | X |  | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion. |  | X | I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse. |  | X | I, A |
| 4 | Organised, proactive and consistent delivery of work. | X |  | I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others. | X |  | A, I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work. | X |  | A, I |

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| Other Requirements | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required  |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by:  | Jas Adkins/ Kathleen CollierProject Officer/ Head of Employee Learning and Development | Date Produced | 07/07/2021 |
| Job description reviewed and approved by: | Amy ParkerStrategic Head of Finance/Deputy CEO | Date Approved | 22/10/2021 |