

Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Training and Development officer

Salary: £20,253 - £22,212 dependent on experience

Hours of Work: 37.5 hours per week

Location: South

Status: Permanent

Closing Date: ongoing

Interview Date: TBC

Start Date: ASAP

TO APPLY

Please visit our website to download an application form and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

Completed application forms are to be sent to: staff@citizensadvicemidmercia.org.uk

The Role

We are looking for a Training and Development Officer to play a key part in developing, implementing and delivering a training programme to the frontline team of staff and volunteers. You will be responsible for identifying staff and organisational training and development needs, and for planning, organising and overseeing appropriate training.

If you have training experience, are passionate about supporting and developing individuals and interested in joining a dedicated, professional team we would love to hear from you.

Person Specification

EXPERIENCE

Essential

1. Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.

2. Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – it's application to providing advice and the supervision and development of staff.
3. Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.
4. Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
5. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.
6. Ability to drive and willingness to work across all areas: Derby City, South Derbyshire, East Staffordshire, Tamworth
7. Ability to work independently, in a team and support colleagues
8. Adhere to the organisation's CORE values.
9. Keep technical knowledge up to date.

SKILLS AND ATTRIBUTES

Essential

1. Approachable
2. Able to form good relationships
3. Effective organisational skills
4. Teamworking skills
5. Interpersonal skills.
6. Training experience

OTHER

Being generalist trained or working towards being signed off as competent is favourable.

Want to chat about this role?

If you want to chat about the role further, you can contact Elizabeth Holt by calling 07841918993

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Probation Period

6 months – with possible extension if performance review is required.

Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.