

Training Officer

What you can expect

Responsible for designing, coordinating and delivering high-quality training to a diverse range of external stakeholders such as Welsh Government, local authorities, third-sector organisations and other partner organisations, as well as internally to CACV staff.

Your responsibilities

Training delivery and development

- Design, develop and deliver engaging training sessions for external stakeholders and internal staff across a range of settings and formats, including face-to-face and online
- Build effective and professional relationships with external stakeholders. You will help them identify training needs and develop training programmes that meet their specific requirements
- Develop and deliver internal training programmes, informed by the organisational training plan, to meet the specific needs of CACV
- Develop high-quality materials, taking into account learning styles and accessibility needs
- Adapt training style, content and delivery to meet the needs of the different audiences and levels of knowledge
- Keep up to date with relevant legislation, policy, guidance, best practice and sector developments to ensure the accuracy of training content

Monitoring, evaluation and continuous improvement

- Evaluate the effectiveness and impact of training through feedback, assessments and other appropriate measures, using findings to continually improve training provision

- Maintain accurate records of training, attendance, feedback and outcomes
- Develop an annual programme of external training, informed by advice trends and an analysis of external training needs

Learning and development

- Be proactive in your learning and identify your professional development needs

Being an employee of CACV

- Work collaboratively with the team and colleagues to foster productive working relationships
- Demonstrate a commitment to our aims and principles, and adhere to our policies to protect the integrity and reputation of the organisation
- Maintain professional standards at all times
- Contribute to service improvement, share learning, and support the development of less experienced caseworkers or trainees where required.

General

- Carry out any other duties as may reasonably be requested
- Promote the aims, policies, membership requirements and equal opportunities policies of Cardiff and Vale Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

This job description is intended as a guide only. It is not exhaustive and does not constitute a term and condition of employment.