



# Training Co-ordinator job pack

Thanks for your interest in working at Citizens Advice Bucks. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Overview of Citizens Advice Bucks
- The role profile and personal specification
- Terms and conditions
- What we give our staff

## Want to chat about this role?

If you want to chat about the role further, you can contact Irina by contacting [Irina.bondareva@cabucks.org.uk](mailto:Irina.bondareva@cabucks.org.uk)

## About Citizens Advice Bucks:

As of April 2021, Citizens Advice Chiltern, Aylesbury Vale and High Wycombe came together to form Citizens Advice Bucks, an independent and volunteer-based charity which provides a free and accessible advice and information service to clients across Buckinghamshire.

We can all face problems that seem complicated or intimidating. At Citizens Advice Bucks we believe no one should have to face these problems without good quality, free, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

You will be joining a supportive team of over 50 staff and around 100 volunteers all determined to do our best for our clients. Our core values are that we are

client-centred, friendly, kind, professional and that we respect our clients, ourselves and each other.

Citizens Advice Bucks is an equal opportunities employer. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

## **The role**

Citizens Advice Bucks delivers high quality advice across a range of enquiry areas to members of the public. We are a learning organisation and training is in the heart of our ethos and operations. We depend on strong backbone of training courses, engagement, and individual support in progressing our staff and volunteer's advice potential. This is a role that underpins all of the good work our organisation can achieve for our clients, having an impact on the wellbeing of thousands every year.

In this role you will engage with our advisers to understand their training needs, direct them to relevant courses, progress their development and maintain their training records. You will also engage with new recruits to help onboard them into their roles post training. Liaise internally and externally to set up training meetings both online and in person. Support Training & Volunteer Manager with a wide variety of tasks.

## **Role profile**

### **Training coordination**

- Provide ongoing training support to staff and volunteers within the organisation.
- Update training records and local information systems.
- Supervise trainees in their onboarding process as they exit the adviser training plan.
- Provide information and participate in the construction and utilisation of the training development plan – managed by the Training Manager.
- Monitor and respond to emails from the team as regards their training needs. Factoring these into their training records and feeding back to the training manager on the types of training required.
- Engage in recruitment activities – such as interviewing applicants for volunteer roles.

- Arrange training provision for “Lunch and Learn” training sessions. These can be delivered by staff/volunteers and more frequently external agencies.
- Ensure that all work conforms to the organisation’s agreed protocols and the quality of advice standard and other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service’s equality and diversity strategy.
- Record information on the Citizens Advice client database and maintain case records for the purpose of quality of advice, information retrieval, statistical monitoring and report preparation.
- Meet the agreed performance targets set by the organisation.

### **Discrimination**

- Identify if there is any question of discrimination and be aware of the organisation’s procedures for dealing with actual and potential discrimination issues.

### **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Remote and in-house training offered.

### **Other**

- Support the aim and principles of the Citizens Advice service and its equity and diversity policies
- Perform any other tasks commensurate with the role, as directed by a Senior Manager.



## **Person specification**

### **Experience**

1. Ideally a Citizens Advice background in a Supervisor or Generalist Adviser role
2. Familiarity with advice delivery
3. Proven track record of communicating ideas and concepts to. Any kind of teaching background
4. A passion for training – making a difference – educating and development
5. Experience in delivering training in a professional environment.

### **Skills and abilities**

1. Effective oral communication skills, with an understanding of engaging both staff and volunteers.

2. Proven ability to research, analyse and interpret complex information, extracting what is relevant.
3. The ability to motivate and encourage uptake of training.
4. An ordered approach to work and willingness to follow and develop agreed procedures and an ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative.
5. Training Delivery – ability to deliver information for training on an individual basis and in a group environment
6. The ability to work effectively as part of a team – liaising on the changing demands of advice training.
7. The ability to liaise with statutory agencies and other voluntary sector agencies.
8. The ability to use IT in the provision work on Casebook (our records system), the Microsoft suite and effective email management.
9. Demonstrate an understanding of social trends and their implications for clients and service provision.
10. An understanding and commitment to work within the aims and principles of the Citizens Advice service and its equity and diversity policies.

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



## Terms and conditions

<b>Job Title:</b>	<b>Training Coordinator</b>
<b>Location:</b>	<b>Occasional travel to our Bucks offices in Chesham, High Wycombe, Aylesbury and Buckingham required, plus remote working from home</b>
<b>Hours:</b>	<b>Full time 37 hours</b>
<b>Salary:</b>	<b>Up to £27,000 depending on experience</b>
<b>Duration:</b>	<b>Permanent</b>
<b>Closing date:</b>	<b>Assessment and interview dates will be arranged as applications are received, and we reserve the right to close the role early if the right candidate is found</b>



## What we give our staff

- Employer Pension Contribution.
- A company that is committed to its employees, valuing their knowledge, creativity and flexibility.
- Ongoing personal training and development.
- The chance to work with amazing people and a nationally recognised charity.
- 25 days leave (plus statutory bank holidays) pro rata per year
- Contractual Sick Pay policy (Once probation period is passed)
- Travel expenses paid when working away from your “base office”.
- All and more outlined in our staff handbook.

## How to apply

Please send your CV and a covering letter detailing your experience using the Person Specification to [admin@cabucks.org.uk](mailto:admin@cabucks.org.uk)