

Job Description



JOB TITLE:

Training, IAG and Development Officer

LOCATION:

Ilkeston and across Direct Help & Advice's offices and project locations

SALARY & HOURS:

Competitive salary: £22,000-£24,500 per annum, 37.5 hours per week

This role will require you to undertake a Disclosure & Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

GENERAL INFORMATION:

Direct Help & Advice offer an accessible accredited and non-accredited training and skills development to a wide range of people to help reduce unemployment, and promote social and financial inclusion.

In addition, DHA also provides direct help via specialist Housing advice, advocacy and representation; and is the lead organisation in the running of 10 Community Managed Libraries (CML's) across Derby City.

JOB PURPOSE:

To provide Information Advice and Guidance, skills development training, both accredited and non-accredited, and employability support to unemployed learners. Engage learners of all ages in social inclusion projects to combat isolation, promote volunteering opportunities, work experience, employment and improve well-being.

To deliver accredited training in line with awarding body standards including assessing of accredited qualifications, and to engage with employers and set up work experience/ placements for learners to support progression into work.

To manage a caseload of customers/learners completing contract paperwork including; actions plans, reviews and progress them into employment

OVERVIEW OF DUTIES AND RESPONSIBILITIES OF THE POST:

1. Assist in project development and the design of training, resources, and assessment strategies in line with funders and awarding bodies requirements
2. Conduct training needs assessments with learners and agree individual development action plans
3. Facilitate and deliver accredited and non-accredited training including; Job Search, Employability, Retail, Customer Service, Administration in line with funders requirements and facilitate blended learning activities
4. Maintain databases, records and statistical information to support the ongoing monitoring, tracking, evaluation and reporting of learners and projects
5. Capture outcomes, case studies and photographs to evidence the impact of training and casework and raise awareness of accessible training provision
6. Complete all awarding body, contracts and funders paperwork in line with their standards
7. Market and support engagement with employers to support progression of learners into employment meeting contractual targets
8. Support the department in marketing activities, and maximising exposure for all programmes and attendance
9. Support and refer into the financial inclusion programmes, debt prevention projects and specialist housing advice team at DHA

The post holder will carry out any other duties as are within the scope, spirit and purpose of the job.

KEY SKILLS, KNOWLEDGE & EXPERIENCE:

- To hold qualifications 7307/ PTTLs/ Learning and Development Level 3, IAG Level 3, including Assessor Units D32 D33/A1/TAQA
- To have a minimum of 4 years minimum experience of working with long term unemployed and socially isolated clients delivering training both accredited and non-accredited to unemployed and employed learners at various age ranges
- To hold an Information, Advice and Guidance qualification at level 3 minimum.
- To have 4 years' experience of delivering training in sectors including; Employability, Retail, Customer Service and Administration to awarding body standards
- To have experience of using funders and awarding body's CRM systems
- To have high level computer literacy skills, including the ability to use all MS office applications, to develop, monitor and evaluate information and reports for the funding requirements.
- To have experience of networking and building relationships to achieve objectives and grow services. Responsible for working with partners and agencies to get starts onto training programmes in line with KPI'S
- To be an innovative thinker with the proven ability to organise own time effectively, meeting targets and deadlines while showing good attention to detail and maintaining quality.
- Good and demonstrable interpersonal skills which can be used internally and externally to the organisation.
- To have a driving licence and use of a motor vehicle for business purposes.

DEVELOPMENT & TRAINING:

To respond positively to new and alternative systems, undertaking training and development activities as identified.

HEALTH & SAFETY:

To comply with relevant health & safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUAL AND DIVERSITY & SAFEGUARDING

To support, promote & comply with the Company's Equality and Diversity policies in the performance of the duties and responsibilities of the post. Experience and an understanding of Safeguarding, Prevent and British Values

CONFIDENTIALITY & DATA PROTECTION:

The Company requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All staff are also subject to the General Data Protection Regulations.

AGREEMENT OF JOB DESCRIPTION:

These duties are intended as a guide and operational requirements may necessitate the employee performing other duties not included in this job description.

I hereby confirm that I have read and understood this job description and agree to comply with the content therein.

Print name Sign Date