

Training and Development Manager **(22.5 hour per week – days flexible/ job share considered)**

The Role

Citizens Advice Epsom & Ewell has around 70 volunteers at any one time carrying out a variety of roles. Every year we recruit and train new volunteers to meet the need of the service.

Role purpose: Working within the Aims and Principles of the Citizens Advice service, to oversee the training and development of volunteers and staff within Citizens Advice Epsom & Ewell, and to help maintain quality of advice through casechecking

Nature and scope of work:

- To ensure effective and relevant training is provided for all volunteers and staff in Citizens Advice Epsom & Ewell;
- To ensure that all volunteers reach and maintain the level of competence required for their role as specified by Citizens Advice;
- To case check the work of volunteer advisers and assessors; and to provide feedback where required, ensuring CAEE meet the quality standards as set out by Citizens Advice.

Reports To: Advice Service Manager (ASM)

Training and development:

- Induct new assessors and advisers into the 'Certificate' programme;
- Inform trainees and other staff of the activities, content and practical issues in the Citizens Advice 'Certificate' programme;
- Identify and meet individual training and development needs of new assessors and advisers;
- Assist trainees through self-learning modules and review progress on a regular basis;
- In conjunction with the ASM, assess the competence of new assessors and advisers against Citizens Advice and LCA requirements;
- Research, design and deliver training programmes and sessions;
- Facilitate inclusive group and/or one-to-one learning and development activities for all staff;

- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff;
- Liaise with the Advice Service Manager and Advice Session Supervisors; and
- Liaise with Citizens Advice training staff, moderators and tutors.

Planning and development:

- In conjunction with the Senior Management Team, formulate the Citizens Advice Epsom & Ewell's annual training and development plan for new assessors and advisers, and also for all staff training needs; and
- Identify own training and development needs.

Checking and supervision:

- Monitor the case records / telephone calls of designated staff and volunteers to meet quality standards and service level agreements;
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice;
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers; and
- Assist with supervision duties on occasion as required, this may include undertaking the occasional Tuesday evening session.

Staff management:

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best; and
- Participate in recruitment and selection activities as required.

Administration:

- Book trainees on to training courses and other events;
- Maintain and order Certificate Programme materials as necessary;
- Attend appropriate internal and external meetings as agreed with the ASM;
- Maintain relevant internal administration systems;
- Provide statistical information on training and provide regular reports to the ASM and CEO; and
- Provide statistical information on case checking as required.

Research and Campaigns:

- Promote the importance of research and campaigns work; and
- Include a review for research and campaigns within case-checking.

Other duties and responsibilities:

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies;
- Promote the work and use of the LCA;
- The Training Supervisor will assist the CEO and ASM in the implementation of policies and procedures of Citizens Advice Epsom & Ewell;
- Carry out any other tasks that may be within the scope of the post to ensure the effective provision of the advice service; and
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification:

1. Citizens Advice qualified or equivalent and experienced across all advice areas (essential);
2. Ability to support volunteers and maintain motivation;
3. Ability to deliver training modules, combined with understanding of adult learning techniques / theories;
4. Ability to contribute to planning and implementation of training programmes;
5. Demonstrable ability to monitor and maintain service delivery against agreed targets;
6. Ability to monitor advice work and ensure Citizens Advice quality standards are met and maintained;
7. Well-organised and able to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment;
8. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions. Commitment to and work within the aims, principles and policies of the Citizens Advice service;
9. Strong understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff; and
10. A commitment to continuous professional development.

This job description and personal specification does not form part of any contract.

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