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| **JOB DESCRIPTION** |
| **Post:** Training and Development Project Officer |
| **Salary Range:** £26,690 - £28,890 FTE |
| **Part-time:**  22 hoursfixed term post for 2 years |
| **Responsible to:** HR Business Partner |
| **Vision**  Inspiring youth services that young people want to be part of  **Mission**  Supporting young people to enjoy today, prepare for tomorrow and become the people they want to be.  **Safeguarding**  Youth Connect South-West is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment and duty. |

**Context**

Youth Connect South-West (YCSW) was launched as a Public Service Mutual, limited company and registered charity in the South-West of England in November 2019.

**Our Values**

* Keeping young people safe – working in the best interests of young people and putting them at the centre of everything we do.
* Collaboration – working with families, communities, and other stakeholders to make things better for young people.
* Meeting expectations – going “the extra mile” to support young people.
* Inclusion - being there for all of those who need us.
* Determination and creativity – modelling the importance of trying new things, continually learning, and never giving up.

**Purpose of the Job**

The post holder will play a key role in the training and development elements of the YCSW People Plan.

The organisation is quickly growing, and this role supports that growth by developing and ensuring quality services for young people in the Southwest. This fixed term post has been funded by the National Lottery to create transformational change in YCSW by contributing to the development of HR systems, culture, planning and processes.

The key focus of this role is staff development, and the post holder will be responsible for enhancing staff training and developing career pathways.

**Youth Connect South-West Accountabilities and Responsibilities**

1. Identify training and development needs through job analysis, appraisal schemes and regular consultation with the senior management team
2. Design, expand and manage training and development programmes based on the needs of YCSW and the individual. These should be inclusive and acknowledge our colleagues’ wide-ranging experience, language fluency and learning styles
3. Create and/or deliver a range of training using face-to-face, digital and blended learning options
4. Produce training materials for in-house courses
5. Plan and assess the 'return on investment' of any training or development programme, considering the costs of planned programmes and keeping within budgets
6. Monitor and review induction programmes for new staff, apprentices and graduate trainees
7. Monitor and review the progress of trainees through appraisals, questionnaires and discussions with managers, and provide trainees with timely and constructive feedback and support
8. Devise individual learning plans for colleagues
9. In conjunction with a range of colleagues ensure that statutory training requirements are met
10. Evaluate training and development programmes, and prepare reports for management in areas such as usage, engagement and performance
11. Amend and revise programmes as necessary, in order to adapt to changes occurring in the work environment and sector developments
12. Help line managers and trainers solve specific training problems, either on a one-to-one basis or in groups
13. Promote a work culture of continuing professional development (CPD)
14. Keep up to date with developments in training by reading relevant materials, going to meetings and attending relevant courses
15. Research new technologies and methodologies in workplace learning and present this research.
16. Develop and maintain relationships with regional and national Youth Work agencies, partnership and alliances which enhance YCSW training and development opportunities. Including NYA, Youth Impact South-West and Somerset Youth Work alliance
17. Contribute to the YCSW Vision, Mission and Values.
18. Help ensure YCSW is responsive to community needs and that equality issues are identified and addressed effectively.
19. Ensure that young people and vulnerable adults within the organisation are safe and that all staff, volunteers, and service users follow agreed procedures.

**Relationships**

The post holder is expected to develop and maintain positive relationships with individuals and organisations to ensure that YCSW can collaborate with others to deliver effective community work. In particular, the post holder will need to have positive relationships with the following:

* *Internal* – Colleagues, Managers, Board of Trustee Members, young people
* *External –* Partner organisations, communities, commissioners, auditors, funders, stakeholders.

**Education, Qualifications and Experience**

Good standard of education.

Experience of working in an office environment.

A broad knowledge of training and development systems.

Good working knowledge of a variety of all Microsoft packages including an intermediate level of word-processing is essential, although advanced level is desirable.

**Working Environment**

* The post is flexible based at Southside Youth and Community Centre in Bath with access to other offices in the Bath and North-East Somerset area available, home working can be agreed but the post will be expected to work regularly at the main site.
* It is essential that the post-holder can travel independently within Bath and Northeast Somerset and throughout the South-West. A clean driving license and own transport is desirable.

**General expectations**

* YCSW is committed to safeguarding and promoting the welfare of

children, young people, and vulnerable adults and expects all staff to share

this commitment and duty. It is an essential requirement that staff are aware

of the safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. YSCW supplies all the necessary training and support to enable the post holder to take proper action and feel confident.

* It is a YCSW requirement that applicants for this post obtain a satisfactory DBS certificate. Staff also have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.
* The post holder will be expected to adhere to YCSW’s equalities and health & safety policies and practices.
* The post holder will need the personal resources to work within a demanding

environment and to support staff to do likewise.

* All staff are expected to show a commitment to their own professional development, including training.
* All staff are offered a Wellbeing and Employee Assistance programme and staff benefits packages.

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| PERSON SPECIFICATION **POST TITLE:** Training and Development Project Officer  **DATE PREPARED:** October 2024 | | |
| REQUIREMENT | ESSENTIAL | DESIRABLE |
| Education and Qualifications | Educated to A level standard | Recognised training qualification |
| EXPERIENCE | Experience of delivering LD or OD initiatives  Experience of organising and prioritising own workload on a day-to-day basis  Ability and willingness to work to tight deadlines |  |
| SKILLS & KNOWLEDGE | Strong communication and presentation skills (both oral and written)  Good IT skills – MS Office, Word, Excel, PowerPoint, e-mail, Internet, and Outlook, Teams and Zoom  Familiarity of databases, online people platforms or internal systems  Passion for learning and development and supporting people to reach their potential | Advanced IT skills – MS Office, Word, Excel, PowerPoint, e-mail, Internet, and Outlook, Teams and Zoom  Knowledge of charities  Knowledge of Safeguarding and Child and Adult Protection Policy and Guidance |
| ABILITIES | Collate, run reports and provide data to provide data insights to monitor and measure the learning and development across the organisation  Quickly understand and co-ordinate key processes from start to finish and address issues as they arise to ensure a high level of customer service and satisfaction  Be ambitious to learn with a curiosity and appetite for development  Attention to detail and good work presentation in all aspects of associated administration |  |
| OTHER REQUIREMENTS | Postholder will be required to undergo training from time to time  The ability to cope with the duties and responsibilities of the post and the associated environment |  |