Training Officer

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| **Role Summary** |
| Job Title: | Training and Compliance Officer | People Responsibility: | 0 |
| Function: | HQ |
| Geographic Responsibility: | UK- Travel Required |
| Reports to: | Business Infrastructure Managerand Professional Standards Manager | Base Location: | Flexible (ideally within a reasonable distance of Andover) |
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| **Role Purpose** |
| The Training and Compliance Officer will be responsible for creation and delivery of a programme of specialist training delivered to operational teams across the organisation. They will provide a proactive and flexible timetable of training to be delivered throughout the year as well as valuable analysis ensuring that a high quality of service is delivered with the service user needs are at the core.The Training and Compliance Officer will play a leading role in the development and creation of course materials supported by clinical colleagues as well as working closely with the Professional Standards Manager and the Business Infrastructure Manager to ensure identified areas of training need are addressed and supported This post holder will obtain valuable knowledge and expertise of the services delivered within all regions and understand the organisations working with DMWS, in particular the military, NHS, police and other third sector organisations.  |
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| **Key Accountabilities** |
| * Provide inspired training programmes for the organisation delivered in effective and meaningful ways.
* Obtain feedback on training delivery to ensure effectiveness and continuous improvement
* Mentor and support new welfare officers and ensure they are confident with their level of skill to undertake complex and demanding work.
* Ensure that IP management is upheld maintained and effectively managed in relation to sensitive training materials.
* Provide high quality reports to stakeholders
* Assist with promotion of internal learning culture.
* Help promote company values that encourage top performance continuous improvement, trust and high morale. Provide appropriate and constructive feedback when required.
* Ensure that complaints are dealt with professionally and escalated when required.
* Oversee reporting, planning, and auditing through effective data management.
* Work with the Professional Standards Manager to improve the quality of training and development in the organisation
* Provide additional support to the professional standards manager in the delivery of their role
* Work with the Grants Manager to facilitate funding opportunities
* Work collaboratively with the Head Quarters team.
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| **Key Capabilities/Knowledge** |
| * Previous experience in a similar role – ideally from third sector or commercial training background, although we will also consider applications from ambitious and motivated individuals with experience from other sectors.
* Training programme creation and delivery
* Demonstrate an interest in the work we do, show resilience, drive and tenacity to succeed and enable the organisation to grow.
* IT literate, proficient in the use of PowerPoint, Excel, and Word and familiarity with developing Database software as part of BI reporting.
* Personal Leadership and budgetary skills
* Good commercial awareness, attention to detail and problem-solving skills
* Able to understand the requirements of a specialist organisation
* Able to construct compelling training packages supported by accurate data.
* Able to balance the needs of multiple stakeholders
* Excellent communication skills
* Excellent networking skills
* Willingness to travel and spend time away from home location if required.
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| **Experience & Qualifications** |
| 1. Degree Level/Post Graduate qualification -Desirable
2. Prince 2 - Desirable
3. Significant experience gained in a complex operational environment – ideally policing, military or NHS.
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| **Employee Benefits** |
| **In return you will receive:**1. £27,000 per annum starting salary (depending on experience)
2. 30 days leave plus bank holidays
3. Enhanced sick pay
4. Up to 6% matched pension contributions
5. Death in service benefits
6. Great training opportunities
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