Training and Coordination Officer- Scotland

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| **Role Summary** | | | |
| **Job Title:** | Training and Coordination Officer THRIVE and AFFIRM projects | **Hours** | 35 per week  Monday – Friday |
| **Salary** | £28,000 | **Contract** | Permanent |
| **Geographic Responsibility:** | | **Scotland Wide**  UK- Travel required when necessary | |
| **Reports to:** | Director of Services Scotland, NI & Military/ Veterans Support Coordinator (VSC) Scotland | **Base Location:** | Workspace in Napier University and Home based. Must be willing and able to travel to Scotland wide training locations and DMWS HQ (Andover, England) when required |
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| **Role Purpose - summary description of work to be delivered** | | | |
| This a dual-purpose role incorporating training development and services delivery coordination.  DMWS require a staff member with training and group facilitation skills to participate in the codesign and production of AFFIRM - Planning for the Unplanned project training materials and deliver AFFIRM training and awareness to first responder services across Scotland. The project aims to improve support for veterans in Scotland when they access first responder services such as the Scottish Ambulance Service, NHS 24, Police Scotland and Hospital Emergency Departments.  The post will provide access to current training materials for adaptation. They will deliver training to key stakeholders and first responder services across Scotland over a two-year period, following the initial scoping exercise, and literature review. They will also consult on both the development and implementation of the training pack. The post will be employed by DMWS but work closely with the Napier University AFFIRM grouping and will be site specific.  The other aspect to the post will be to coordinate the delivery of services within the wider DMWS Scotland Team as part of the THRIVE project. The post will act as the single point of contact to both the F4F and VHS partnerships to ensure the programming of service delivery is efficient and effective.  Duration of programme – January 2025 to December 2026  You will be both proactive and flexible, ensuring that core, specialist, statutory, and organisationally bespoke training and development is delivered in full.  You will work closely with the Napier University staff, the VSC and with the DMWS Training Manager and Professional Standards Manager to ensure identified areas of training need are addressed and supported, ensuring the development of the required training and awareness to first responder services across Scotland is maintained.  You will develop valuable knowledge, expertise and understanding of the services delivered within all regions by DMWS, and the organisations we work with, particularly the military, NHS, police and other third sector organisations, resulting in being able to identify any specific training that needs to be delivered. | | | |
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| **Key Accountabilities** | | | |
| * Provide inspired training programmes for first responder services across Scotland, delivered in effective and meaningful ways. * Ensure the continual delivery and development of bespoke, accredited, DMWS and Napier University training packages. * Be proactive and responsible in the arranging of training events, dates and locations across Scotland, identifying and securing suitable training venues when necessary. * Obtain feedback on training delivery to ensure effectiveness and continuous improvement * Induct and support new colleagues in the first responder services across Scotland to 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 all 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. * Work with the Training Manager, Professional Standards Manager, and Project Office to improve the quality of training and development in the organisation, supporting high performance and compliance in all we do. * Assistance and support to the VSC when necessary. * Assist the AFFIRM team in assessing and managing the financial and resource impact of training. | | | |
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| **Key Capabilities/Knowledge or Requirements** | | | |
| * Previous experience in a similar role – ideally from detailed and responsible training background. * Able to deliver start to finish training programmes, and the creation and delivery of specialist topic training drawn from expert knowledge input. * 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 effective and current training materials, platforms and IT. * 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 – addressing the need. * Able to balance the needs of multiple stakeholders * Excellent communication skills * Excellent networking skills * Full driving licence and access to vehicle for commute/ travel as necessary * 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. Qualification and/or demonstrable experience of designing and delivering complex and detailed training to a range of recipients. 3. Significant training experience gained in a complex operational environment – e.g. Military, NHS, Policing, Social Care sector. |