

JOB DESCRIPTION

Job Title:	Training Co-ordinator
Location:	Hybrid: home-based & Perth Office (min 1 day per week). Occasional travel within Scotland with notice
Reporting to:	Volunteer Training & Development Manager
Hours:	35 hrs per week (full time)
Salary:	£25,032 plus 6% contribution to pension

Purpose of the Role:

To provide support to the Volunteer Training & Development Manager and Business Development Manager to ensure that all training needs are met across the organisation. This includes training for new volunteers; internal training and Continual Professional Development for all volunteers; and external training for a wide range of organisations.

Aim of the Role:

The role has two key aims: to support the administration of training for Cruse Scotland volunteers, enabling them to provide high-quality support to our bereaved clients; and to co-ordinate training for external organisations, which is a key income generator for our charity.

Key Functions and Responsibilities:

Training for volunteers (approx. 2 days/week)

- Respond to new enquiries from potential volunteers to all roles
- Support the Volunteer Training & Development Manager in arranging training for all volunteer roles
- Arrange interviews for new volunteers, co-ordinating team members' diaries
- Request and centrally file references for all new volunteers
- Support with preparation of any necessary resources required for course participants
- Prepare, collate, and share feedback from volunteers for training courses
- Update organisational database with new volunteer information
- Support the preparation of the annual training calendar alongside the Volunteer Training & Development Manager and Head of Client Services.

Training for External Organisations (approx. 3 days/week)

- Respond to, and liaise with, a wide range of external training customers
- Co-ordinate ongoing communication and support between trainers and training customers
- Arrange training venues or the use of digital platforms for training delivery

- Coordinate with trainers to implement minor content updates to training materials to meet training customer needs
- Support Business Development Manager and trainers in preparation of materials for new or revised course content and maintain brand compliance across all learning resources
- Prepare, collate, and share evaluations from training courses
- Support the promotion and marketing of our external training programme
- Schedule regular programme of individual place training courses on our Calendly platform
- Update systems and liaise with the Office Manager regarding the issue of training invoices and receipt of payments
- Provide support to the Business Development Manager in the ongoing development of our training to external parties

Other Tasks

- Support the Volunteer Training & Development Manager with the organisation of our annual Volunteer Conference
- Support the Business Development Manager with the organisation of our annual external Training conference.
- Attend our online quarterly Practice Governance and Training committee meetings
- Organise and attend quarterly meetings of our trainers (Training Team)
- Attend our fortnightly staff meeting with the full staff team to engage in staff training, updates from across the organisation and wellbeing sessions
- Represent Cruse Scotland at external events to promote volunteering opportunities and external training
- Responsible for updating online eLearning materials as required
- Adding new volunteers and relevant external contacts onto eLearning platform
- Liaise with eLearning provider to rectify technical issues when they arise
- Undertake any other duties or tasks which may be reasonably considered within the remit of the post.

PERSON SPECIFICATION AND PROFILE

Skills and Qualities	Essential	Desirable
Excellent Communication Skills (for a wide range of contacts)	✓	
Excellent Organisational Skills	✓	
Excellent IT skills	✓	
Ability to multi-task effectively	✓	
Excellent Team worker	✓	
Adept in the use of MS Teams, Zoom, Outlook and PowerPoint	✓	
Willingness to learn new technology	✓	
Can do attitude	✓	
Personable	✓	
Caring	✓	
Professional	✓	
Ability to Prioritise	✓	
Commitment to our organisational ethos of Unconditional Positive Regard	✓	
Desirable but not essential		
Creativity		✓
Marketing Experience		✓
Training Experience		✓
Experience of working in the Third Sector		✓