**Training Officer  
(15 hour per week – Thursday and Friday preferred can be flexible) fixed term contract 6 months**

**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.

Following the Covid-19 pandemic, the demand for our services is anticipated to increase significantly. As a result we are undertaking a recruitment drive to ensure we have the Advisers available to meet this demand. This fixed term role will assist the Training & Development Manager to run the recruitment drive and the in-house training programme required for the new volunteers.

We deliver our service through as many different channels as we can, to make sure we are accessible to everyone – this includes phone, video conferencing and email – especially since suspending our face to face operations at our main location in the Town Hall, Epsom due to Covid-19. The role can be undertaken flexibly as we are operating a hybrid system of remote working and in-office, for the foreseeable future.

**Role purpose**:

Working within the Aims and Principles of the Citizens Advice service, to assist the Training and Development Manager with 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 work with the Training and Development Manager and Advice Services Manager:**

* 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:** Training & Development Manager/ Advice Services Manager (depending on days worked).

**Training and development:**

* Induct new assessors and advisers into the 'Certificate' programme;
* Identify 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 T&DM, assess the competence of new assessors and advisers against Citizens Advice and LCA requirements;
* Deliver training programmes and sessions where necessary;
* Facilitate inclusive group and/or one-to-one learning and development activities for all staff;
* Liaise with the Advice Service Manager and Advice Session Supervisors;
* Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best

**Checking and supervision:**

* Monitor the case records / telephone calls of 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;
* Occasional supervision duties may be required

**Administration:**

* Maintain and order Certificate Programme materials as necessary;
* Attend appropriate internal and external meetings as agreed with the T&DM;
* Maintain relevant internal administration systems;

**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;
* 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.
* Identify own training and development needs

**Personal 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. Ability to monitor advice work and ensure Citizens Advice quality standards are met and maintained;
6. Well-organised and able to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment;
7. 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;
8. Strong understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff; and
9. A commitment to continuous professional development.

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