|  |  |
| --- | --- |
| **Job Title**  | *Trainer* |
| **Location**  | *Home Based with travel* |
| **Reports to**  | *L&D Service Manager* |
| **Accountable to** | *Head of Learning, Development & Talent* |
| **Key Stakeholders**  | *Operational colleagues in all settings, People Services and L&D colleagues, All external & internal customers, Learning delegates* |

**JOB PURPOSE**

As Trainer you will be responsible for delivering consistently high-quality training and development solutions to customers that results in improved outcomes and provide specialist knowledge.

**KEY TASK AREAS & RESPONSIBILITIES**

* Facilitate and deliver high-quality training to designated services, both in person and virtually.
* Build strong, positive relationships with regional service leads and colleagues.
* Collaborate with our Learning & Development team to develop new learning materials.
* Share your specialist knowledge to continuously improve our training solutions.
* Make a real impact by delivering exceptional customer service and supporting project work.

**STANDARD RESPONSIBILITIES**

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within OFG Group are expected to be familiar with and adhere to.

* Participates in an annual performance review programme
* Works, at all times, in accordance with the policies and procedures of the OFG Group and statutory regulations applicable to the Group.
* Observes, at all times, strict rules of confidentiality appropriate to the post.
* To comply at all times with the requirements of Health and Safety Regulations to ensure their own wellbeing and that of their colleagues.
* OFG Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.
* Other duties within the scope, spirit and purpose of the job, as needed by the department or requested by management

**MEASURES**

* Quality and Accuracy
* Customer satisfaction (NPS)
* Succession plans
* Values, Conduct & professionalism

**KEY TASK AREAS & RESPONSIBILITIES**

* Experience in delivering engaging training to diverse audiences.
* Knowledge of different learning styles and evidence of embedding these in training materials.
* A track record of exceeding customer expectations and building professional relationships at all levels.
* CIPD qualification (minimum level 3) or equivalent.

**Desirable qualifications and experience include:**

* First Aid Instructor qualification.
* Experience in crisis intervention training.
* Exposure to Ofsted and CQC standards.