



Creative Support Ltd, Head Office

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Regional Training Coordinator

Reference: 80639

Learning and Development Department, Head Office, Stockport Town Centre

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 20 September 2024

Interview Date: 30 September 2024

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department



JOB DESCRIPTION – REGIONAL TRAINING COORDINATOR

Learning and Development Department, Head Office, Stockport Town Centre

Responsible to: Learning and Development Manager

Summary of Duties:

The main purpose of the post is to provide an efficient and responsive regional training coordination and administration service within our busy Learning & Development department based within our Head Office. The Learning & Development department provides a dedicated service to all employees of Creative Support. You will support, advise and coach the Training Administrators at the regional training hubs so that they can effectively coordinate staff placements on both internal and external training courses. A high standard of customer care and professionalism is required at all times.

Coordination Duties:

- 1.1 Where appropriate, to facilitate regional training sessions for Creative Support staff across multiple sites on a regular basis.
- 1.2 To support the L&D Business Manager and the local and regional Training Administrators in preparing and implementing regional training calendars.
- 1.3 To assist the L&D Business Manager and other administrative staff to prepare monthly reports and monitor attendance at regional training sessions, outcomes achieved and review general feedback following training sessions.
- 1.4 To support and coach the regional administrators in negotiating with the candidates and other relevant personnel to meet the individual's learning needs.
- 1.5 To coordinate and source trainers from either Creative Support's staff team or externally so that the delivery of the regional calendars is consistent with national training requirements.
- 1.6 To ensure that each of the regional training offices have all the equipment they need in order to deliver high quality training sessions for the attending staff. This will be achieved through auditing the offices and supporting them with defining their needs. Then seeing the ordering and instalment to completion.
- 1.7 To travel to each of the regional sites you support to meet with managers and other senior staff members to discuss and define their needs in relation to staff development.
- 1.8 To carry out annual surveys to establish whole organisation engagement with all L&D training programmes, then collate, analyse, report and develop a response strategy under the guidance of the L&D Business Manager.

Service Development:

- 2.1 To publicise and promote staff development and training initiatives to staff working within the organisation.
- 2.2 To assist in developing and facilitating monitoring and evaluation procedures.
- 2.3 To provide regional training as and when required.

Administrative Duties:

- 3.1 To book staff on regional training courses, update the regional training database where necessary.
- 3.2 To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers.
- 3.3 To keep the computerised and manual filing system in order.
- 3.4 To provide regional training reports from the database as directed by senior staff in the department.
- 3.5 To publicise and promote regional staff development and training initiatives to staff working within the organisation.
- 3.6 To support regional trainers in the preparation of course material and ensure all course material is maintained and stored on a central system.
- 3.7 To complete general administrative duties including photocopying, filing and archiving and to prepare documents in advance of regional training courses when needed.
- 3.8 To assist the management team and regional training administrators in planning the regional training calendars in relation to both internal and external training courses.
- 3.9 To ensure that training delivery, auditing and development are standardised throughout the country.

General Duties:

- 4.1 To accept regular support and supervision from the line manager.
- 4.2 To carry out all work in a manner consistent with the aims of the Learning & Development department and the philosophy of Creative Support.
- 4.3 To comply with and implement Data Protection, Electronic Security, Anti-Discriminatory Practice and the Equal Opportunities Policy of Creative Support.
- 4.4 To maintain confidentiality at all times, in accordance with the agreed policy.

- 4.5 To treat all service users and stakeholders with respect and courtesy.
- 4.6 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 4.7 Any other duties as required.

PERSON SPECIFICATION – REGIONAL TRAINING COORDINATOR

Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of working/volunteering with autistic people, people with mental health or learning disabilities or older people	Application & Interview	Desirable
2	Experience of preparing and presenting training	Application & Interview	Desirable
3	Knowledge of national vocational training frameworks and learner needs	Application & Interview	Desirable
4	Knowledge of health and social care policy and legislation	Application & Interview	Desirable
5	Excellent verbal communication skills, including communication by telephone	Interview	Essential
6	Strong interpersonal skills	Interview	Essential
7	Excellent analysis and presentation skills	Application & Interview	Essential
8	High standard of written communication skills, including keyboard skills	Application & Interview	Essential
9	Ability to work in a confident and assertive manner	Interview	Essential
10	Ability to compile and maintain information systems	Application Form	Essential
11	Ability to keep accurate records	Interview	Essential
12	Ability to work flexibly/adapt to changing situations	Interview	Essential
13	Understanding of the aims and principles of Creative Support and staff development	Application & Interview	Essential
14	Understanding of the Equal Opportunities policies adopted by Creative Support	Interview	Essential
15	Willingness to consult colleagues and to work as part of a team	Interview	Essential
16	Familiarity with computer software, particularly MS Office	Application & Interview	Essential
17	Ability to organise and prioritise workload and to work unsupervised	Application & Interview	Essential
18	Educated to graduate level or equivalent	Application & Interview	Desirable
19	Experience of Administration	Application & Interview	Essential
20	Experience of liaising with a wide range of agencies/groups	Application & Interview	Essential

	QUALITIES REQUIRED CONTINUED	How Assessed	Essential /Desirable
21	Experience of Coordination	Application & Interview	Essential
22	Experience of diary management	Application & Interview	Desirable
23	Experience of mentoring and enabling others to learn	Interview	Desirable
24	Experience of identifying learning needs and developing appropriate strategies	Application & Interview	Desirable
25	Experience of organising and prioritising own workload, demonstrating a high degree of self-motivation and commitment	Application & Interview	Essential
26	Ability and willingness to travel to regional training sites	Application & Interview	Essential
27	Willingness to work flexible hours which may occasionally include some evening and weekend work according to the needs of the service	Interview	Essential
28	Willingness to attend training courses and events	Interview	Essential
29	Willingness to participate in regular supervision with line manager	Interview	Essential
30	Car driver/owner with a clean driving licence	Application	Desirable
31	A relevant professional qualification within social care and/or Training/learning and development	Application & Interview	Desirable

TERMS AND CONDITIONS – REGIONAL TRAINING COORDINATOR

Head Office, Stockport

Salary:	Up to £24,570 per annum	
	Point One:	£24,082 per annum
	Point Two:	£24,570 per annum
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications</i>		

Hours of Work:

Full time hours: 37.5 per week, 9:00am till 5:00pm Monday to Friday.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

One additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.

- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

Life Assurance:

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after six months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

WeCare Staff Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

Company Mobile Phone and Laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of employee’s car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection on commencing employment.