

Job Advertisement

Job Title:	Learning and Development Officer
Reporting to:	Head of Business Support
Salary & contract term:	£23,000 - £25,000 depending on skills and experience, Permanent
Hours:	Full time 37 hours per week
Location:	Northampton and home-working blend

About the role

We are looking for a Learning and Development Officer to play a key part in developing, implementing and delivering learning interventions to the frontline team of staff and volunteers at Central and East Northamptonshire Citizens Advice.

About you

The successful candidate should have a proven track record in developing and delivering training sessions. Applicants should be adaptable, flexible and be able to demonstrate excellent communication and interpersonal skills. Committed and supportive to the needs and skills of others, you will be able to work both on your own initiative as well as part of a team. You should have the ability to build and maintain relationships both within the organisation and with external partners. The successful candidate shall have the ability to inspire others about our service and thrive on helping us to build a team of dedicated and passionate volunteers

About us

CENCA has a **vision for a fair society for all, with lives well lived**. A key aspect of this is for people to be able to improve their lives because they know and understand their rights and responsibilities. We deliver Citizens Advice services to over 8,000 people a year in Northants, via 10 projects and services and we are on target to deliver £6million of income gains for our clients in 2020/2021.

At CENCA, we expect our staff to stand up for equalities, communicate for impact and strive to make a personal difference.

Benefits

- 25 day's annual leave (plus bank holidays)
- Enhanced sickness benefit after one-years' service
- Flexible working hours to the requirement of the role
- Comprehensive training and Ongoing Development
- Free parking for agreed roles

How to apply

Go to [www.cencab.org.uk /vacancies](http://www.cencab.org.uk/vacancies) for application and diversity monitoring form. Send completed application and diversity monitoring form to recruitment@cencab.org.uk

Please note, CVs will not be accepted.

Closing date: 12th November 2021

Learning and Development Officer

Job pack

Thanks for your interest in working at Central and East Northamptonshire Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Central and East Northamptonshire Citizens Advice
- The role profile and personal specification
- Terms and conditions
- What we give our staff



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Central and East Northamptonshire Citizens Advice (CENCA) works

We help and provide advice for residents of Northampton, Wellingborough and East Northamptonshire.

We offer a multi-channel service with face to face, telephone and online facilities via web chat to allow clients to access the support in the way that is right for them.

We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice Central and East Northamptonshire, we believe no one should have to face these problems without good quality, independent advice.

We give advice to thousands of people every year

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

Last year, Citizens Advice Central and East Northamptonshire helped 7,953 people on 23,791 issues. We gained over 6 million pounds of income for the area in 2020-21 by providing advice.

Our clients discuss Benefits, Debt, Housing, Money and Employment issues with us throughout the year.

We also give advice on consumer rights on our [consumer helpline](#), support witnesses in courts through the [Witness Service](#) and give [pension guidance](#) to people aged over 50 [if applicable].

Please see www.cencab.org.uk for further information about us.

We make a difference



Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

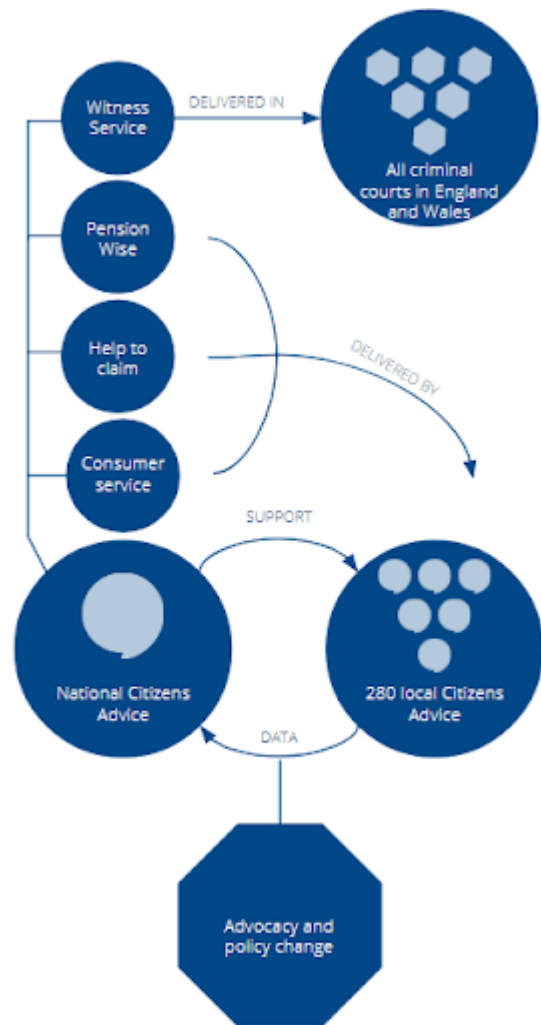
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

Learning and Development Officer

Job Description

Purpose of the role

To lead the implementation and delivery of Central and East Northamptonshire Citizens Advice learning and development strategy, through recruiting, training, promoting self-study/learning for all staff and volunteers. To oversee the development of staff and volunteers to ensure agreed systems and processes are applied; promote continued learning, linking this in with the Learning and Development Plan and Yearly Training schedule.

Reports to: Head of Business Support

Specific responsibilities are as follows.

Planning and development:

- Develop the organisation's learning and development strategy and annual work plan.
- Ensure people's views and needs are considered within strategic plans, change management and post audit action.
- In conjunction with the management team, formulate the organisation's yearly training and development plan for staff and volunteers.
- Develop and maintain partnerships with relevant statutory and non-statutory agencies.

Recruitment and Selection:

- Promote staff and volunteer opportunities, using different channels to target identified groups.
- Deliver recruitment and selection activities, developing a team, that ensure a fit between the organisations needs and the new recruit expectations.
- Ensure new staff and volunteers have a quality induction into the learning programme for their role.

Collaborate and support regarding supervision:

- Ensure the effective completion of training programmes for staff and volunteers through team working with CENCA Advice Service Coordinator, Supervisors and other service areas.
- Ensure activities to recognise and reward people are in place and delivered.
- Ensure staff and volunteers are aware of the policies and procedures in place to manage how they operate within the organisation.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and people can do their best.

Learning, development and training:

- Identify learning and development needs of designated staff and volunteers and contribute to the services' learning and development plan.
- Develop inclusive learning and development activities to meet quality standards and the services' learning and development plan.
- Facilitate inclusive group and / or one-to-one learning and development activities.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff and volunteers.
- Contribute to the assessment of competence of designated staff and volunteers.
- Coordinate assessment activities and make final decisions on competence.

Administration:

- Provide oral and or written reports on progress for the line manager.
- Ensure trainees are booked on to training courses, events and stocks of training materials are maintained.

Learning and Development Officer - Person Specification

Please refer to each of the points in the Person Specification to demonstrate your suitability for the role.

Essential Criteria

- 2 years' experience of delivering advice and or training/coaching in an advice setting to a Quality Assurance Standard.
- Experience in delivering training programmes in group and 1:1 settings
- Ability to monitor learner performance and provide constructive feedback
- Ability to communicate effectively orally and in writing, particularly in an education and development setting.
- Proven ability to manage people, people issues and a commitment to the value of recognising volunteering and paid work.
- Proven ability to contribute to, implement and deliver training modules, combined with understanding of adult learning techniques / theories.
- Proven ability to manage and support trainees and improve performance, support and maintain motivation.
- Proven ability to mentor and coach people.
- Proven ability to give and receive feedback objectively and sensitively. A willingness to challenge constructively.

Desirable Criteria

- Appropriate training or teaching qualification or relevant experience

Terms and conditions

- 25 day's annual leave, pro rata (plus bank holidays)
- Auto Enrol Pension Scheme
- Enhanced sickness benefit after one-years' service
- Flexible working hours to the requirement of the role



What we give our staff

- Comprehensive training
- Access to quality training materials
- Ongoing Development
- Annual Appraisals
- Regular reviews with line management
- Free parking for agreed roles