

## **Job Description and Person Specification**

<b>Job title</b>	National Training Coordinator
<b>Project base</b>	Home with regular travel across EF sites
<b>Hours &amp; salary</b>	37.5 hours per week £30,069 per annum
<b>Accountable to</b>	HR Lead and Business Manager

## **About Emerging Futures CIC**

Emerging Futures works nationally with people affected by addiction and homelessness, encouraging them to make positive changes to their lives.

We believe that no one should suffer the stigma associated with addiction and homelessness, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences, and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

## **About the role**

In this role, you will be responsible for developing, coordinating, and delivering internal training programmes to enhance the skills and knowledge of our staff and volunteers, aligned with our Learning & Development (L&D) policy.

Working closely with managers and subject matter experts, you will identify training needs, create engaging learning materials, and ensure that all training aligns with best practices. You will also oversee training logistics, maintain accurate records, and evaluate the effectiveness of training initiatives.

You will be passionate about supporting teams to provide high quality services. You will have experience in learning and development, excellent communication skills, and a strong understanding of the challenges faced by people accessing EF support.

## **Principal duties and responsibilities**

### **Training Development & Delivery**

Deliver EFs core training offer to staff and volunteers, both in person and digitally, across the country, adapting methods to suit different learning styles.

Ensure training content aligns with current best practice, safeguarding, and service delivery requirements.

Contribute to the development of a 'train-the-trainer' module for EF staff and to provide hands on observation, critical feedback and supervision for EF staff engaged in delivering internal training.

Develop, road test and launch new training as per contractual commitments and service needs.

### **Training Needs Analysis**

Work with managers and frontline staff to assess training needs across the organisation.

Identify skills gaps and develop targeted learning solutions to address them.

Keep up to date with sector developments and ensure training remains relevant and evidence based.

### **Quality assurance**

Support the Learning and Development group to promote and develop a consistent and high-quality framework for our core training delivery across the organisation.

Collect feedback and assess the effectiveness of training programs.

Implement improvements based on participant input and organisational requirements.

Ensure compliance with regulatory and funding body requirements related to staff training.

Regularly review EF's training offer to reflect best practice.

Work with EF's Head of Information to record outputs and outcomes related to EFs training offers.

Work closely with Managers to provide on-going training that meets the required standards.

Feedback to JLT and SMT re: successes, challenges and training needs for the organisation.

## **Coordination & Administration**

Work with our HR Administrator to schedule and coordinate training sessions, ensuring accessibility for all staff and volunteers.

Maintain accurate training records, including attendance, certifications, and evaluation data.

Feedback to managers regarding attendance, performance and understanding of the training from staff in their teams.

## **Stakeholder Engagement**

Collaborate with external training providers where necessary to enhance internal learning opportunities.

Work closely with HR, service managers, and safeguarding leads to embed a culture of continuous professional development.

Support new staff and volunteer inductions through structured training plans.

## **Generic duties and responsibilities**

### **Confidentiality**

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

### **Code of Conduct**

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

### **Privacy and dignity**

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

### **Safeguarding**

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

### **Health and safety**

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

### **Professional development**

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

## Skills and experience

Essential	Desirable
<p>Experience of developing, delivering and quality assuring training in the health and social care field.</p> <p>Experience of recording information, analysis and presentation of data.</p> <p>Flexible approach to training delivery, including face-to-face, virtual, and blended learning across the country.</p> <p>Understanding of different learning styles including neurodiversity and how to support all styles.</p> <p>Experience of planning training or events.</p> <p>Ability to gather, analyse, and act on feedback to improve training content and delivery.</p> <p>Ability to manage multiple training projects, schedules, and deadlines effectively.</p> <p>Ability to maintain accurate training records and ensure compliance with legal or organisational standards.</p> <p>Excellent communication skills.</p> <p>Excellent IT literacy.</p>	<p>Experience of coordinating trainers to deliver training.</p> <p>Experience of managing staff or volunteers.</p> <p>Experience using an LMS or e-learning platforms.</p> <p>Experience in supporting staff through coaching, mentoring, or professional development.</p> <p>Relevant qualifications such as PTLLS, Level 3 Award in Education &amp; Training, or CIPD Learning &amp; Development.</p>