



**Job Title:** Training Supervisor  
**Salary Range:** £17,000 - £22,000  
**Reports to:** Manager – Horticulture training  
**Location:** Palmer Gardens

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

Palmer Gardens is a small horticultural focused garden centre where plant quality, great food and excellent customer service are our core values. We combine this with training department where young adults with individual needs learn retail, hospitality and life skills which will help them gain meaningful employment.

We need a Training Supervisor to provide a high level of service to clients ensuring all contracted work is carried out to the highest standard. We need you to arrange and deliver training modules and supervise trainees until the end of their course.

### **Are you right for the job?**

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?

- Do you motivate people, work well in a team and stay focused under pressure?

## Person Specification

**Job Title: Training Supervisor**

(E = Essential D = Desirable)

<b>SKILLS AND CORE COMPETENCIES</b>
<p><b>Core competencies</b></p> <ul style="list-style-type: none"><li>• People centred in a commercial framework, takes accountability for results <b>(E)</b></li><li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity <b>(E)</b></li><li>• Collaborates and unites with others behind the organisations mission <b>(E)</b></li><li>• Provides a best in class service to all clients internal and external <b>(E)</b></li></ul>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"><li>• Level 2 award in Education and training (previously PTTLS) <b>(E)</b></li><li>• Horticultural Knowledge and plant recognition <b>(D)</b></li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Experience working within social care <b>(E)</b></li><li>• Industry experience in retail, horticulture, hospitality or catering <b>(D)</b></li><li>• Experience of working in a customer services environment <b>(D)</b></li><li>• Have experience in the use of all horticultural equipment and related machinery. <b>(D)</b></li><li>• To have an understanding of disability and employment related issues. <b>(D)</b></li><li>• Experience of delivering training or supporting the delivery of training in the adult sector. <b>(D)</b></li></ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"><li>• Experience of working in a customer services environment. <b>(D)</b></li><li>• Good verbal communication skills. <b>(E)</b></li><li>• Ability to work within a team and possess a flexible approach to work. <b>(E)</b></li><li>• Enthusiastic, motivated and keen to deliver a quality service. <b>(E)</b></li></ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"><li>• A friendly and approachable disposition</li><li>• An ability to undertake frequent travel in the local area. <b>(D)</b></li><li>• To be physically fit and able to cope with the physical demands of the role. <b>(E)</b></li></ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"><li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li><li>• This post requires a Criminal Records Bureau disclosure at Enhanced Level <b>(E)</b></li></ul>

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**

## **Main Duties and Responsibilities**

1. To promote and deliver quality service to-clients.
2. To carry out all aspects of the contracts held by Shaw Trust to a high standard.
3. To contribute to the development of the service by liaising with potential clients and promoting the service wherever possible.
4. To provide quality instruction and supervision of work experience, service users and trainees as required to achieve qualifications and real work experience ensuring they are engaged in activities at all times.
5. To identify training needs, skill gaps and areas of progression for service users and to work collaboratively to ensure progression and the recording of progression
6. To ensure that Shaw Trust's Equal Opportunities Policy is adhered to at all times.
7. To participate in training and undertake appropriate learning and development, as identified through regular appraisal and reviews with line manager.
8. To undertake other duties and responsibilities as required.
9. Be able to maintain paperwork to required standard and record and report on users progression
10. To be able to calmly, efficiently and supportively manage any incidents and behavioural concerns
11. To be pro-active in the development of the business within a defined geographical area
12. To work weekends and Bank Holidays as and when required.
13. Ensure the health and safety of yourself and those you are responsible for is maintained effectively at all times.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to cooperate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full cooperation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.