

Job:	Training Coordinator	37.5 hours
Salary	£17,170.00 - £22,220.00	9.00am – 5.00pm
Location:	Garden centres	Monday to Friday
Reports to;	Training Manager	

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, catering, hospitality and work skills which will help them gain meaningful employment.

We need a Training Coordinator to ensure the efficient daily running of the training programme on a day to day basis. You need to drive the performance, standards, administration and enrolment ensuring financial budgets are not exceeded.

As part of the role you need to maintain the training offer to a market leading position while ensuring the agreed standards are maintained at all times

Are you right for the job?

- Do you have experience of working with people with SEND?
- Do you have a strong track record of achieving sales and performance targets?
- Do you motivate people, work well in a team and stay focused under pressure?

Person Specification

Job Title: Training Coordinator

(E = Essential D = Desirable)

Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all clients internal and external **(E)**

Technical competency (qualifications and training)

- Good knowledge of IT **(E)**
- Up to date first aid qualification **(D)**
- A recognised certificate of education within the sector of training being delivered or willingness to work towards one **(E)**
- A1/A2 Assessor Award **(D)**
- Level 3 award in education and Training (previously PTTLs) **(D)**
- Previous experience managing staff and/or co-ordination of services **(E)**
- Experience of maximising surplus (profit) and turnover **(D)**
- Experience working with disabled/disadvantaged people **(E)**
- Experience in leading commercially successful social enterprises / business **(D)**
- Awareness of marketing and promotion approaches **(D)**

Experience, Knowledge and Skills

- Previous experience managing staff and/or co-ordination of services **(E)**
- Experience working with and managing a staff team to work with disabled/disadvantaged people **(E)**
- Experience in leading within a social enterprise / SEND environment **(D)**
- Able to demonstrate a flexible approach to work and ability to cope with a variety of demands **(E)**
- Ensuring the team deliver a service that is a supportive, encouraging, inclusive and welcoming to build upon the self-esteem of service users **(E)**
- Self-motivated with good organisational skills **(E)**
- Team worker and able to coordinate and prioritise a workload demands with a team **(E)**
- Excellent customer service skills **(E)**
- Good interpersonal, communication and presentation skills **(E)**
- Ability to manage, support and develop a team **(E)**
- Good verbal, written and reporting skills **(E)**
- Flexibility to cope with the various demands of the role and achieve desired results **(E)**
- Ability to encourage, develop and motivate staff **(E)**
- Ability to plan and co-ordinate a range of activities **(E)**
- Ability to promote, create and develop services opportunities **(E)**
- Ability to negotiate and liaise at all levels **(E)**
- Ability to problem solve and respond appropriately to a variety of situations **(E)**

- Willingness to work in accordance with rostered hours which will include weekends and bank holidays as requested, and for functions when necessary (E)
- Positive attitude to health problems and employment problems (D)
- Willingness to undertake frequent travel within the area (E)

Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- Role requires a Criminal Records Bureau disclosure at an Enhanced level. **(E)**

Main Duties and Responsibilities

1. To be responsible for overseeing the day to day running of the Department and to monitor and evaluate the delivery of the project/service
2. To ensure appropriate supervision, support, progression and positive outcomes are achieved.
3. To co-ordinate the staff and service users including allocation of duties and responsibilities, work rotas, staff performance and development and to arrange cover for staff holidays and other absences.
4. To ensure all team members follow the department manual, processes and appropriate behaviours
5. To enrol new placements ensure all H&S, risk assessments and documentation is in place and accurate
6. To regular audit the department files in line with the training manual to ensure compliance
7. To regularly feedback and report to the training manager on performance, enrolments, targets and concerns
8. To pinpoint available and realistic vocational and theory based training options on site and produce site specific training programmes with the Training manager
9. To manage service user incidents on site and escalate to the training manager
10. To meet with department heads on a weekly basis to understand areas of strengths and weakness and to feed back to the training manager and adjust training programme accordingly
11. To ensure a structured learning environment to allow Training Supervisors to assess : service users progress, identifying key strengths, action/goal planning, etc. through observation and promoting adult learning experiences.
12. To monitor performance and, in discussion with the Training Manager, take appropriate action to ensure delivery remains on target.

13. To actively seek new referrals using a range of pre-planned marketing strategies agreed with the Training Manager.
14. To escalate concerns regarding service users, performance, administration or finance to the Training Manager.
15. To effectively manage staff within the team. Including performance and absence management following guidelines provided through the Managers Handbook, policies and procedures, tackling any issues as appropriate and ensuring that individual and team performance are met
16. To manage monthly sales orders and invoices and liaise with training manager
17. To review accuracy of systems for service users performance monitoring, planning and control of activities.
18. To work with the Training Manager and other staff to encourage clients to move into employment, whenever appropriate
19. To liaise with a range of internal and outside agencies, both statutory and voluntary, professional staff, service users/careers as appropriate.
20. To ensure service users views and wishes are sought and included in developing new activities and experiences.
21. To monitor the department supervisors to maintain appropriate service user records of outcomes achieved and concerns for welfare and behaviour
22. To participate in personal development training and undertake appropriate learning and development, as identified through regular appraisal and reviews with line manager.
23. To undertake other duties and responsibilities as required.

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 co-operate 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 co-operation 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. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This Job Description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.