

## JOB DESCRIPTION

**SERVICES:** Skills Development

**SECTION:** Lizard Pathways

**JOB TITLE:** Employability Trainer  
*This post will require an Enhanced DBS check*

**RESPONSIBLE TO:** Team Leader – Restart

**SUPERVISORY RESPONSIBILITY:** None

### Key Relationships:

**Internal:** Lizard Pathways Manager  
 Team Leader  
 Delivery Support Officer  
 Lizard Pathways Team  
 Head of Skills Development  
 CDC Finance Team  
 Growth Hub, Skills Hub & People Hub Teams

**External:** Seetec  
 Jobcentre Plus  
 Department of Work & Pensions  
 Partner Training Organisations  
 Private businesses, Statutory and Voluntary organisations

### MAIN PURPOSE OF THE JOB:

- To provide high quality training to eligible participants in order meet skills gaps identified through the Information, Advice and Guidance process carried out by Employment Advisers.
- To identify training and skills opportunities available for eligible participants to meet individual needs from other provision where appropriate added value can be secured.

### KEY TASKS:

#### Service delivery

- Facilitate high quality and engaging training sessions to participants which develops their employability skills - *e.g. interview techniques, job application tactics, confidence restoration sessions, identify transferrable skills.*
- Deliver high impact training solutions to meet a range of participant needs – e.g. skills assessments; ‘How to’ sessions, and other relevant activities.
- Accountable for meeting targets, which will include delivering an agreed number of sessions per week / month.



- Identify, co-ordinate and deliver training activities that meet the needs of the individuals and contractual requirements in relation to personal development, social inclusion and sustainable employment.
- Co-ordinate, develop and deliver training workshops in line with the Restart schemes, contractual requirements and the varied needs of the individual participants.
- Support the Individual Action Plan process for participants by working with the Employment Advisers.

### **Relationship management**

- To work closely with Employment Advisers to enhance holistic packages of support to participants in the development of their Individual Action Plans
- Working with the Restart Team and other appropriate stakeholders to participate in delivering specific employer related events.
- Provide responsive solutions to meet employer needs, preparing participants for specific employment opportunities – e.g. *short sector-based courses/routeways*.

### **Service development**

- To offer creative, innovative and flexible training solutions for the delivery of skills to break down barriers and change participants lives for the better.
- Promote and publicise courses ensuring Employment Advisers have the appropriate knowledge and understanding to attract and book participants onto the most appropriate training courses.
- Set up and maintain an effective training management information system to track training trends within the Restart programme in order to identify priority needs.

### **Technical**

- Meet personal performance targets, and all quality and compliance measures by delivering effective and relevant training provision to meet eligible participants' needs.
- Contribute to the production of policies, procedures and plans as required by the Team Leader, Lizard Pathways Manager and Seetec (e.g. Self-Assessment Report and associated monitoring schedules).

### **Leadership & management**

- Identify other training organisations and opportunities to meet the needs of the individual participants.

### **Performance reporting & management**

- To maintain clear and accurate training records.
- Report monthly to the Team Leader in relation to training courses delivered and, as the programme progresses, trends and needs identified in order to prioritise sessions offered.

### **Resource management**

- To prioritise and manage own personal caseload including updating project performance systems and producing monthly reports to evaluate activities, successes and highlight areas of improvement or concern.
- Support Team Leader and Lizard Pathways Manager by contributing to producing risk assessments of training activities and training venues to ensure the safety of

all individuals using the provision (should classroom style delivery be required as appropriate).

### **Customer feedback**

- Develop formal systems of feedback for participants following training sessions for the purposes of quality improvements and in determining an appropriate response when required.
- To contribute to the development of participant feedback systems for the team.

### **KEY RESULT AREAS:**

- Design programme of training for eligible participants which is based upon Employment Adviser and stakeholder (e.g. JCP) feedback in order to provide effective access to sessions which meet local needs.
- Effectively recruit, engage and train participants through appropriate training programmes.
- Accurately and actively contribute to the Individual Action Plans of eligible participants through the training component, working closely with Employment Advisers.
- Develop systems and procedures to secure objective feedback from eligible participants who have received training, using responses to constantly improve the quality of delivery.

### **PERSONAL & TEAM RESPONSIBILITIES:**

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
  - achieving excellence
  - valuing ourselves and others
  - showing personal leadership
  - being passionate about what we do
  - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Participate actively and positively in the effective matrix management of activities across the CDC
- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the UK Data Protection Legislation and the General Data Protection Regulation (GDPR)
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development Policy
- Work at all times within the code of the Health & Safety Act

*This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.*

*Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.*

*In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or*



*other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties*

**Date last reviewed:**

**April 2021**

**Approved by manager:**

**Agreed with post holder:**

**Date Personnel informed:**

## PERSON SPECIFICATION

**SERVICE:** Skills Development  
**SECTION:** Lizard Pathways  
**JOB TITLE:** Employability Trainer - Restart

### EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Experience of delivering training to, and working with, socially excluded/ disadvantaged groups.</li> <li>• A proven track record of planning, monitoring, recording, and timely delivery of training.</li> <li>• Experience of developing creative and innovative training solutions to overcome individual barriers to social inclusion and employment.</li> <li>• Experience of working with continuous improvement and quality assessment procedures, based on trainee feedback.</li> <li>• Experience of partnership working with multiple employers and key stakeholders in understanding training demands and needs in a local area.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a range of other professional disciplines/arenas i.e. social care, training, education, criminal justice, health.</li> <li>• Experience of working with relevant 3<sup>rd</sup> party agencies/organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form / CV</li> <li>• Interview</li> <li>• References</li> </ul>

### EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Recognised teacher/training qualification including: Award in Education &amp; Training Level 3/4 (formerly PTTLS/CTLLS), PGCE (as defined by Ofqual), Certificate in FE.</li> </ul>	<ul style="list-style-type: none"> <li>• Functional Skills practitioner.</li> <li>• Qualified in the delivery of First Aid, Food Safety, Health &amp; Safety, and CSCS.</li> <li>• Evidence of continuous professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form / CV</li> <li>• Certification</li> </ul>

**BEHAVIOURS**

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Good interpersonal skills, both with individual clients, the team and with external partners and employers.</li> <li>• Excellent rapport and supportive attitude in a small team setting.</li> <li>• Sound communication skills both written and verbal</li> <li>• Adaptable and able to react positively to change with a flexible approach.</li> <li>• Thorough, reliable, diplomatic and compassionate.</li> <li>• Ability to contribute to customer service improvement and methods of feedback.</li> </ul>		<ul style="list-style-type: none"> <li>• Application Form / CV</li> <li>• Interview</li> </ul>

**KNOWLEDGE & SKILLS**

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Good communication, motivational, problem solving skills.</li> <li>• Ability to administer and interpret Initial Assessment results</li> <li>• Fully IT literate in using a range of Microsoft Office programmes and modern digital technologies.</li> <li>• Excellent planning and organisational skills.</li> <li>• Ability to work one to one with participants in outreach situations.</li> </ul> <p>Thorough understanding of equality and diversity, safeguarding, sustainability and data protection (GDPR)</p>	<ul style="list-style-type: none"> <li>• Working knowledge of Health and Safety.</li> <li>• Knowledge of First Aid.</li> <li>• Knowledge and understanding of partnership working.</li> <li>• Knowledge of training providers and partner organisations across Cornwall.</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form / CV</li> <li>• Interview</li> <li>• References</li> </ul>



**ANY ADDITIONAL FACTORS**

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Occasional work outside normal office hours may be required.</li> <li>• Access to own vehicle and ability to travel throughout the County.</li> </ul>		Application Form / CV Interview