

Job Description

TITLE:	LEARNING AND DEVELOPMENT LEAD
REPORTING TO:	SERVICE MANAGER
HOURS OF WORK:	35 hrs per week
LOCATION:	ANY WIRRAL VENUE (as required)
SALARY:	£25,490

MAIN PURPOSE:

To support the implementation and delivery of Citizens Advice Wirral projects/services , through recruiting, training, promoting self-study/learning and developing its new and existing staff and volunteers. To train a team of staff and volunteers to ensure agreed systems and processes are applied, promote continued learning and development of all staff and volunteers, linking this in with the Learning and Development Plan and Yearly Training schedule .

The Lead role is an important link between management, staff and volunteers.

The Lead will have the following specific objectives;

- To regularly liaise with the other Leads, Supervisors and Managers to identify gaps in volunteer resources across the full service and to work with the support worker team to actively recruit to these posts throughout the year, ensuring national Citizens Advice guidance is followed and that Equal Opportunity principles are maintained.
- To line manage new staff and volunteers during their initial training and for a period after they are allocated to a team. To work closely with the staff member/ volunteer and their future supervisor/Lead to ensure a smooth transition is achieved and an agreed probation plan is established and reviewed.
- To develop volunteering role descriptions for new roles as they are identified and to actively promote and advertise these, along with other volunteering opportunities through a range of channels including newsletters, social media, at events and through other internal and external promotions. Deliver recruitment and selection activities that ensure a fit between the organisations needs and the volunteer's expectations.
- To train and develop both new and existing staff and volunteers to ensure the service model is delivered and promoted to clients in a positive way.

- To train new and existing staff to ensure good customer service is offered to clients and information and advice provided meets the required quality standards. Liaising regularly with the other Leads to provide additional training where quality is deemed to be poor.
- To write, maintain and promote the annual training schedule and co-ordinate and provide training as part of that schedule. To liaise with the other Leads to ensure training does not impact on the performance and quality of the service delivery.
- To support the Service Manager and Ask Us Wirral Manager to develop and update the organisational Learning and Development Plan.
- To promote continued learning and development of all staff and volunteers, linking this in with the Learning and Development Plan and annual training schedule .
- Be responsible for ensuring that Citizens Advice Wirral's policies and procedures are followed in line with trustee and management requirements, this includes supporting the Service Manager to manage, supervise, train and retain staff and volunteers, and the delivery of high quality advice service to clients across the whole range of channels.
- Carry out any other tasks which may be within the scope of the post to ensure effective delivery and development of the service, including supporting co-workers and volunteers to deliver the quality outcomes by providing cover during holiday periods and sickness, also supporting the case checking of work undertaken by advisors/caseworkers.
- To identify and develop ways that staff and volunteers understand how they can contribute to Citizens Advice Wirral's Research and Campaign programme through the Learning and Development Plan and Training schedule.

PERSON SPECIFICATION

JOB TITLE
LEARNING AND DEVELOPMENT LEAD

NOTE TO APPLICANTS
Whilst all criterions below are important, those under the essential heading are the key requirements. You should pay particular attention to these areas and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview

ESSENTIAL CRITERIA	REQUIREMENTS SKILLS, KNOWLEDGE, EXPERIENCE ETC.
1	Recent experience of recruiting staff/ volunteers/ individuals and developing inclusive group and one to one learning and development activities, adhering to the organisation's policies and procedures.
2	Ability to identify learning and development needs across the service, in conjunction with the other leads/ supervisors/ managers and to develop learning and development plans to address these needs.
3	Ability to demonstrate positive leadership and the ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively, including any issues with a learners progress and their post training ability in relation to achievement of quality standards/ targets/outcomes.
4	Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – it's application to providing advice and the supervision and development of staff.
5	Understanding the needs of vulnerable clients and mental health clients. An understanding of the issues those clients face, how the service can/could support them, and ensuring staff and volunteers are trained to understand these issues, to support those specific clients.
6	Able to prioritise, plan and set priorities for own work, to meet deadlines and manage workload.
7	Ability to monitor and maintain electronic learning records, including the Learning and Development Plan and Yearly Training Schedule.
8	Excellent knowledge of a wide range of IT packages and the ability to teach these is essential. Google suites and a bespoke Case Management Systems are used for all learning and client case recording.
9	Understanding of and commitment to the aims and principles of the Citizens Advice service and commitment to equal opportunities
10	Ability to demonstrate excellent use of relevant ICT systems required for training staff and volunteers to be job ready.
11	Capable of dealing with problems efficiently and promptly and applying appropriate policies and procedures where deemed necessary.
12	The ability to travel between offices.
13	Flexible approach to working.

DESIRABLE CRITERIA	REQUIREMENTS SKILLS, KNOWLEDGE, EXPERIENCE ETC.	
14	Experience of HR and disciplinary processes.	
15	Awareness/ knowledge of the main legal areas of debt, welfare benefits, housing and employment.	
16	Recent experience of supervising an information and advice service and supporting staff and volunteers, therefore understanding the learning needs to achieve a high quality advice service and providing good quality customer service to clients.	
17	Knowledge of local key ward and constituency issues.	
	COMPLETED BY	DATE
	Jeannette Morgan	May 2019
		APPROVED BY
		Carol Johnson-Eyre