

People Development: Training Coordinator

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Context:

People & Place have a mission to see CAP as the most desirable workplace of the Christian world; attracting and retaining the very best people. We are guardians of our culture, attractors of talent, transforming skills and abilities, ensuring all CAP's people have an enriched, and healthy work experience; all this to see CAP fulfil its vision.

The People Development team provides CAP with new and advanced skills and knowledge so each person can develop in their role whilst helping the charity achieve its key results. We do this within our core offering of onboarding, training courses, accredited programmes, leadership training and supporting change programmes. The training is delivered in many shapes and sizes including online courses, in-person, live virtual and hybrid training. We do so with new technologies in mind and the importance of technical skills and digital literacy to help CAP be ready for the future.

Purpose:

The People Development team is responsible for ensuring high quality training and development happens across CAP. The purpose of the Training Coordinator role is to support the Training Developers in applying industry-leading best practice in learning needs analysis, design and delivery of training, including ensuring effective communications with training participants and administering the training in the most efficient way possible.

The Training Coordinators report to one of the People Development Managers. Their designated Training Developer or Debt Advice Training Lead acts in a supervisory capacity over them.

Role:

Accountabilities:

- Help to lead a proactive learning culture across CAP
- Assist with the analysis of learning needs
- Support Training Developers in ensuring that accessibility needs of learners are met, both in general good practice and in adaptations to meet specific needs
- Scheduling of training sessions according to timescales and parameters set by the Training Developers
- Coordinating training registrations and track attendance

- Building and loading courses on the CAP Learning Hub, including posting assignments and tracking their completion
- Building interactive eLearning on authoring tools, given a storyboard (for new sessions) or clear adaptation guidance (for existing sessions)
- Arranging all practical aspects of training events including room bookings, physical resources and technical requirements
- Assisting with scheduling and managing the workload of trainers
- Facilitating live classroom learning including guiding trainees on how to access content online, and supporting the live trainer with tech requirements
- Facilitating live online training including handling the chat and breakout rooms
- Observing learner engagement and feedback any concerns to leadership of that course
- Writing and scheduling excellent trainer and delegate communications and reminders
- Ensure recordings of training are made and edited where necessary, and uploaded for future access
- Collating and analysing training feedback in order to assist with wider training evaluation, and coordinate changes where needed
- Responsible for monitoring and updating spreadsheets and using formulas to make the data work effectively for the team
- Checking quiz scores and chasing non respondents
- Assisting with wider People & Place organisational or administrative tasks as necessary

Measurable outputs:

- All delegates/trainee/speaker communication to be sent within agreed deadlines
- Meet set deadlines for the preparation of all training resources ahead of events
- Projects/tasks set by Training Manager and Training Developers completed on time and to the expected standard
- Evidence of partaking in continued professional development for the role

Culture

- Clearly live out and embrace the cultural values of CAP
- Clearly demonstrate a heart and passion for the charity
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity
- Passionate about their own personal development and that of others

Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centred culture
- Encouraging friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives
- Attendance at annual CAP staff conferences
- Completing all compulsory CAP training within given timescales

- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role: it is your responsibility to ensure that you follow these conduct rules

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

Person:

Education:

- A level or equivalent level of education

Experience:

Essential

- Experience in an administrative role
- Experience of working to agreed timelines as part of a team
- Experience of working with spreadsheets to organise information

Desirable

- Experience of working in a learning or education environment
- Experience of working with a diverse group of stakeholders

Skills/abilities:

- Ability to inspire staff about the process and benefits of learning and development
- Strong communication skills
- Adaptable
- Flexible
- Ability to work using own initiative
- Excellent organisational skills
- Ability to prioritise time, tasks and attention effectively in a pressured environment
- Good understanding of organisation aims and organisational awareness
- Aptitude for learning to use different types of software

Christian commitment:

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately

Date: September 2024