

Person Specification – Training Officer



Job Title: Training Officer

Reports To: Programme Manager

Overall Job Purpose

To develop, market and ensure delivery of appropriate training programmes to improve practice, policy and understanding of refugees amongst key stakeholders.

Key responsibilities

- Lead on development, implementation, review and delivery of the organisations external training plan
- Collaborate with Learning & Development Officers, Service Managers and other colleagues to plan, design, develop and deliver training
- Review and enhance training courses and materials in collaboration with client- facing teams to ensure that they are relevant, practice-informed and kept up-to-date
- To keep abreast of all immigration, refugee integration related legislation, policy changes and practice and the impact on people seeking sanctuary in Scotland
- Monitor and evaluate the quality of all training courses
- Ensure effective marketing of training courses
- Support staff in developing skills to deliver training courses and capacity building sessions
- Deliver online and in-person training to a range of groups and agencies
- Develop and lead training programmes in partnership with other organisations
- Review and propose changes to pricing policy, as required
- Produce reports and statistics on Scottish Refugee Council training, as required
- Coordinate training administration tasks with the administrative support
- Support the Programme Manager in the development and delivery of learning and development projects

Other Duties

- Contribute to the development of Scottish Refugee Council as a learning organisation
- Participate in and contribute to organisational/team meetings as required
- Attend relevant internal and external meetings for marketing and networking purposes
- Contribute to training and induction for other members of staff and volunteers, as required
- Undertake any other duties relevant to the post and the demands of the organisation

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Quality	Essential	Desirable
Education and Training	Training qualification and/or other relevant and demonstrable experience	Degree relevant to the role
Job Experience and Skills	<ul style="list-style-type: none"> • Ability to research complex issues and produce clear and accessible high-quality training for diverse audiences • Have a collaborative approach to the delivery of objectives • Proven track record in designing, delivering and evaluating training and in developing effective training materials - including digital • Knowledge and experience of training techniques for in-person and online training • Experience of assessing training needs on an individual and organisational level - both internally and externally • Ability to support development of training and facilitation skills of other staff • Good IT and digital skills and experience using Microsoft Office, Teams, Zoom, Google Drive and relevant e-learning tools • Experience of managing projects, events and/or training • Experience of designing and using evaluation, monitoring and/or quality assurance tools • Experience of preparing and producing written reports to a high standard • Excellent written and verbal communication skills • Able to engage confidently with and influence a wide range of people at different levels • Ability to network and negotiate with external partners • Ability to work well under pressure to a deadline 	<ul style="list-style-type: none"> • Working knowledge of policy and practice related to people seeking sanctuary in the UK • Experience of training in the voluntary or public sectors • Management of training programmes • Experience of marketing training courses • Experience in the administration of budget • Knowledge of Learning Management systems • Working knowledge of issues facing refugees

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Personal Qualities	<ul style="list-style-type: none">• A commitment to the work of Scottish Refugee Council and empathy with refugees• A commitment to training within an equality framework• Occasionally able to work out with office hours by mutual arrangement• Ability to travel, including spending occasional nights away from home• Willingness to undertake any other duties, as required• Reflective approach to work	
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