

Person Specification – Training Officer



Job Title: Training Officer

Reports To: Programme Manager

Overall Job Purpose

As part of our Refugee Support Service that is available and accessible to people across Scotland the post holder will; develop, market and ensure delivery of appropriate training programmes to improve practice, policy and understanding of refugees amongst key stakeholders.

Key responsibilities

- Support the delivery of sessions for practitioners as part of our Refugee Support Service.
- 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.
- 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.

Quality	Essential	Desirable
Education and Training	Training qualification and/or other relevant and demonstrable experience	Degree relevant to the role
Job Experience and Skills	• 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, Padlet 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	• 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 • Familiarity with digital tools such as Stripe, Power Automate, CRMs that support training admin and delivery. • Experience in the administration of budget • Knowledge of Learning Management systems • Working knowledge of

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Personal Qualities	• 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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