

Job Title: Volunteer Training Development Officer
Reporting to: Head of Volunteer Training
Direct Reports: 0
Job Band: Band 4
Size of Team: 24

Working with our volunteers and other team members you will have an opportunity to change the image of volunteer training at St John Ambulance. The Volunteer Training Development Officer will be tasked with a range of minor and major projects that take a training need from concept through to implementation. This will entail a period of research and customer engagement in advance of development, design and testing. Following that there will be an implementation period as well as the provision of ongoing support. Making training accessible to all requires the need to have a range of digital, classroom based and on the job products available that meet our high standards.

Key Responsibilities

- Be able to identify and research training opportunities for volunteer through a range of engagement events, by identifying needs from organisational change and by having an understanding of external requirements.
- Develop and implement learning journeys that are suitable for volunteers through a range of blended learning activities that meet our assurance, standards and verification requirements. This will require good stakeholder engagement across a variety of sites.
- Create and produce a range of products that can be hosted on our digital learning platform, used within a classroom setting and/or used for on the job learning.
- Work with the development team and volunteers to create innovative ways of learning that meet our operational needs and provide an excellent volunteer experience.
- Test and implement developed products through a range of volunteer engagement events across the country.
- Regularly update products following customer feedback and/or regulatory change. Ensure changes are communicated effectively to delivery teams.
- Be able to engage and motivate volunteers and employees in a range of research, development and implementation activities.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to travel nationally on a frequent basis
- Be willing to work evening and weekends

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C) including Maths & English	✓	
Hold a minimum of a level 3 training or education qualification (CILD)		✓
Hold a minimum of a level 3 product design or product development qualification		✓
Experience		
Experience in identifying training needs, customer needs and organisational needs and developing training products on those needs	✓	
Experience in the development of blended learning products that meets the needs of a diverse and multi-located workforce	✓	
Proven experience in working with a diverse and multi-located customer base	✓	
Experience in the implementation of new products across a large customer base, conducting a range of feedback activities and making improvements as required.	✓	
Proven experience in building strong relationships with customers, stakeholders, peers and partners.	✓	
Experience of project coordination across a range of sites		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with the ability to communicate effectively at all levels	✓	
Ability to use Microsoft applications at an intermediate level and any appropriate software-based learning platforms and delivery mechanisms	✓	
Has kept up-to-date with new and innovative training and learning interventions	✓	
Ability to work under pressure and identify and prioritise key issues in a changing environment with proven planning and organisational skills	✓	
Ability to identify customer needs, rather than wants, to positively influence customer decisions and manage customer expectations.	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: CM

Date of preparation: 02/01/2019



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