

**JOB DESCRIPTION**

**JOB TITLE:** Training Co-ordinator

**ACCOUNTABLE TO:** HR Director

**STAFF (PAID/VOLUNTARY)**

**RESPONSIBLE FOR:** Volunteers

**BASED AT:** St. Nicholas Hospice, Hardwick Lane,

Bury St Edmunds, Suffolk, IP33 2QY

**JOB PURPOSE (A Summary)**

To support the delivery of training and development activity across the whole organisation the job holder will support **managers and leaders** in the provision and delivery of **training and development,** and particularly ensuring all **staff and volunteers** receive mandatory and statutory training **appropriate to their role.**

**Key tasks:**

Plan and co-ordinate, staff and volunteer mandatory and statutory training including induction of new and promoted staff and volunteers, liaising with departmental managers to determine annual team training requirements and produce with managers involvement a team training plan /calendar of events.

Plan and co-ordinate new starter inductions, in liaison with HR department and incoming line manager.

Meet with all new staff and volunteers to explain the hospice processes and procedures for training and developing staff and volunteers, either on a one-to-one basis or through St Nicholas Hospice Care induction days.

Support the delivery of the organisational development plan by co-ordinating and recording a variety of learning interventions including study days, higher education courses, workshops, mini bite sessions, e-learning modules etc

Support the research into new or innovative approaches to staff and volunteer mandatory and statutory, or organisational training.

Support the smooth running of all development events from welcoming and receiving delegates through to completion, ensuring evaluations are completed.

Produce and distribute any documents required including attendance registers, course materials, educational literature, booking requirements using own initiative and experience.

Process internal study leave forms as appropriate.

Maintain relevant up to date electronic records and data using the relevant software, and use it to monitor man/stat.

Provide up to date data and reports on training and learning activity on a monthly and quarterly basis and ad hoc as required

Collate and record appraisal data, and produce monthly and quarterly reports on appraisal completion statistics. To flag overdue appraisals to line managers and/or HR advisors as appropriate.

Extract training or development needs as identified in appraisals and support any needs that requirement central management or provision.

Support the Personnel Director in training analysis in order to ensure future events are as well developed as possible.

Support the HR Director in the management of the training and development budget.

Manage the work of volunteers, delegating and supervising appropriate tasks.

**General office administration**

Act as first point of contact for Training (internal) and where relevant co-ordinate training meetings for HR Director

Efficiently organise and maintain electronic and paper filing systems for the department, ensuring all department members are aware of how to maintain this.

## Personal Development (all staff)

* All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1’s with Line Managers or senior colleagues, annual appraisal and development reviews.
* All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
* Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

## Health and Safety (all staff)

* All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
* Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

## People Management (those with line management responsibilities)

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

* Workforce planning, recruitment and selection
* Departmental communication and staff support.
* Performance management.
* Staff development including regular 1-2-1’s , and annual appraisals.
* Staff support including health and safety and wellbeing awareness.
* Facilitation of a culture of learning and respect for difference.

## Governance (those with responsibilities for policy and procedure implementation, audit and monitoring responsibilities)

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

## General (all staff)

* At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services.  There is an expectation for everyone to support colleagues beyond their own team.
* Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
* Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
* Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
* Undertake any other duties which may be reasonably required.
* The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
* All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
* The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
* This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

## References:

Recruitment Policy

Learning & Development Policy

Disciplinary Policy

Health and Safety Policy

Job Description dated: April 2015