

## Staff Role Profile: Trainer

<b>Job Level</b>	2b	<b>Salary Range</b>	
<b>Directorate</b>	Education/ Red Cross Training	<b>Work location</b>	
<b>Contract</b>	Permanent	<b>Reports to</b>	Training Team Leader

### Scale and scope of role

<b>Direct reports</b>	Nil	<b>Indirect reports</b>	Nil
<b>Budgetary responsibility / accountability</b>	Nil	<b>Accountability for other resources</b>	Nil
<b>Reach and impact</b>	Provision of First Aid training to customers		

### Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

### Our principles and values

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do.

As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

### Directorate overview

The role of Trainer sits within the Training team in the Education directorate.

The Red Cross has been delivering first aid at work courses for more than 30 years and has an enviable reputation for quality and excellence. We hold ISO:9001 2008 quality management accreditation and Investors in People Gold standard, demonstrating the quality of service and training you can expect to receive when choosing the British Red Cross.

We are committed to providing a quality learning experience above and beyond your expectations. We achieve a customer satisfaction rating of 99.3 per cent and offer a unique, free online support programme to keep you updated once you complete your course.

With 180 training venues across the UK we're always on your doorstep and are also flexible to provide training at your premises where required.

## Purpose of the role

An exciting opportunity for an enthusiastic individual, with excellent communication skills to join a high quality training organisation.

As a customer focused trainer, you will play a vital role to deliver First Aid training and specialist courses using our practical approach of various training techniques to cater for all learning styles. Full training and ongoing support will be provided.

## Main responsibilities

1. Deliver a variety of courses to nationally agreed standards at a number of venues, within your area of responsibility
2. Provide consistently high quality training with a focus on the customers learning experience
3. Work independently and as part of a team using own initiative
4. Ensure all relevant administration and IT system information is completed and processed as required
5. To be responsible for the maintenance & cleanliness of all training resources, in accordance with national standards
6. To attend RCT team meetings and development workshops, to maintain up to date knowledge of current legislation and developments in relation to first aid training
7. Working hours to include evenings and weekends
8. Maintain occupational competence in all key areas in accordance with national guidelines
9. Signpost potential new customers to line manager
10. Promote the sales of value added products to customers

11. To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within the Society's Equal Opportunities and Health and Safety policies
12. To work as part of the RCT team, undertaking any other relevant duties within the overall scope of this post as may be required
13. Contribute to the maintenance of the ISO 9001 and Investors in People standards

## Criminal Records Check

### Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Child and Adult Workforce

## Diversity

At the British Red Cross, we are looking for the best people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of race, colour, religion, sex, sexual orientation, gender identity, age, or disability.

Diversity is something we celebrate and we want you to be able to be yourself at work, and feel you're in a great position to help us spread the power of kindness.

You can read more about our commitment to diversity [on our website](#).

## Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
<b>Knowledge</b>	Essential ✓✓	<ul style="list-style-type: none"> <li>Educated to A Level or GCSE equivalent</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li>Current First Aid practice and legislative requirements.</li> <li>Recognised Trainer or Teaching qualification</li> </ul>	
<b>Skills</b>	Essential ✓✓	<ul style="list-style-type: none"> <li>Familiarity with web based products and Microsoft</li> <li>Ability to use systems and IT to deliver training</li> <li>Presentation - structuring and communicating ideas, using visual aids and practical activities</li> <li>Problem solving - use own initiative, working with operational difficulties</li> <li>Planning - self and time management</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li>Current First Aid practice and legislative requirements – preferable not essential</li> <li>Communication, listening, questioning and giving feedback</li> </ul>	
<b>Experience</b>	Essential ✓✓	<ul style="list-style-type: none"> <li>Training experience</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li>Experience of delivering training or presentations to mixed ability groups</li> <li>Experience of basic administration procedures</li> </ul>	

<b>Behaviours</b>	<p><b>Core behaviours</b></p> <p><b>Shaping our Red Cross future</b></p> <ul style="list-style-type: none"> <li>&gt; Seeking insight – Level 1</li> <li>&gt; Embracing and leading change – Level 2</li> </ul> <p><b>Connecting with our people</b></p> <ul style="list-style-type: none"> <li>&gt; Working collaboratively – Level 1</li> <li>&gt; Communicating and influencing – Level 2</li> </ul> <p><b>Achieving our best</b></p> <ul style="list-style-type: none"> <li>&gt; Solution focussed – Level 2</li> <li>&gt; Managing personal impact - Level 2</li> </ul>		
<b>Additional requirements</b>	<b>Essential</b> ✓✓	<ul style="list-style-type: none"> <li>- Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).</li> <li>- Ensures inclusive practice and promotes diversity</li> <li>- Ability to work evenings and weekends on a weekly basis</li> <li>- Full UK driving license</li> </ul>	
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>- Lone working</li> <li>- Support corporate strategy, RCT business objectives and KPIs</li> <li>- Recognise the implications of working within a charity and voluntary organisation</li> </ul>	

**In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B.**  
*All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme*