

Trainer Job Profile

Salary band	EP2C	Reference	
Area / Department	Red Cross Training	Territory / Division	Education Services
Work location		Reports to	Training Team Leader
Role duration	Permanent	Last updated	October 2012

Scale and scope of role

Direct reports	Nil	Indirect reports	Nil
Budgetary responsibility / accountability	Nil	Accountability for other resources	Nil
Reach and impact	Provision of First Aid training to customers within the Education division		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, national disasters and individual emergencies.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through 30,000 volunteers and 3,000 staff.

The Education Services team has overall accountability for the strategic education offer in first aid and humanitarian education. We are focused on building individual and community resilience, reducing the risk of vulnerability, and developing ability, confidence and a willingness to act. We are responsible for increasing reach through direct delivery, positioning, and supporting local areas in their delivery.

Overall purpose of the role

The key requirements of the post are outlined below:

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.

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

Main responsibilities and duties

Generic to job type:

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

Specific to job specialism, function or department:

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

Person Specification

		Requirements
Education & training	Generic to job type	<ul style="list-style-type: none"> > Educated to A Level or GCSE equivalent** > Current First Aid practice and legislative requirements.
Experience	Generic to job type	<ul style="list-style-type: none"> > Training experience > Experience of basic administration procedures > Ability to use systems and IT to deliver training > Experience of delivering training or presentations to mixed ability groups > Communication, listening, questioning and giving feedback > Presentation - structuring and communicating ideas, using visual aids and practical activities > Problem solving - use own initiative, working with operational difficulties > Planning - self and time management
Skills & knowledge	Generic to job type	<ul style="list-style-type: none"> > Current First Aid practice and legislative requirements – preferable not essential > Familiarity with web based products and Microsoft
Competencies	Generic to job type	<ul style="list-style-type: none"> > Focusing on the customer – Skilled > Communication – Advanced > Team working – Skilled > Planning and self managing – Skilled > Developing people – Skilled > Problem solving and decision making – Proficient > Driving results – Proficient
Additional requirements	Generic to job type	<ul style="list-style-type: none"> > Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, dynamic). > Ensure anti-discriminatory practice and promote diversity
	Specialism/function /dept specific ¹	<ul style="list-style-type: none"> > Support corporate strategy, RCT business objectives and KPIs

		<ul style="list-style-type: none"> > Recognise the implications of working within a charity and voluntary organisation > Adhere to RCT dress code > Ability to work evenings and weekends > Ability to work at any locations within a 50 - 75 mile radius of the designated work base > Full UK driving licence
--	--	---

*N.B. All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*