

RCT Trainer

Job Level	Level 2b	Job Reference No:	
		Role review date:	May 2025
Directorate	Finance and Social Enterprise	Function	Training Team
Service	Red Cross Training	Reports to:	Training Team Leader

Scale and scope of role

Direct reports	0	Indirect reports	0
Budget responsibility/ accountability	none	Accountable for other resources	none

In addition to formal line management, as described above, the role will also be informally supervised and directed by managers in other parts of the organisation. This will be explained on appointment and kept under review.

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

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.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that 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.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

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.

We are committed to providing a quality learning experience above and beyond customer expectations. We achieve a customer satisfaction rating of 99% delivering standardised courses across the UK in around 180 venues.

Key responsibilities

Training and assessing delegates

- Train and assess a variety of courses to nationally agreed standards
- Provide consistently high-quality training with a focus on the customers' learning experience
- Work independently using own initiative
- To work as part of the RCT team, undertaking any other relevant duties within the overall scope of this post as may be required

Administration and maintenance

- Ensure all relevant administration and IT system information is completed and processed as required
- To be responsible for the maintenance & cleanliness of all training resources, in accordance with national standards
- Signpost potential new customers to line manager
- Promote the sales of value-added products to customers

Personal development

- 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
- Maintain occupational competence in all key areas in accordance with national guidelines

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
Enhanced – Child and Adult workforce
Scotland
Protecting Vulnerable Groups (PVG) – Adult and Child
Northern Ireland
AccessNI – Enhanced Vulnerable Adults and Children

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential			
- Presentation - structuring and communicating ideas, using visual aids and practical activities	S	I	
	S	I	
- Ability to use systems and IT to deliver training			
- Presentation - structuring and communicating ideas, using visual aids and practical activities	S	I	
- Planning - self and time management			
	S	I	
- Communication, listening, questioning and giving feedback			
	S	I	
Desirable			
- Current first aid at work qualification			
	S		
- Recognised trainer or teaching qualification			
	S		

Experience	S	I	A
Essential - Training and assessing	S	I	
Desirable - Experience of delivering training or presentations to mixed ability groups - Experience of basic administration procedures	S S	I	
Additional requirements			
Essential - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy . - Ability to work evenings and weekends as required - Full UK driving licence		I I I	
Desirable - Lone working - Recognise the implications of working within a charity and voluntary organisation		I I I I	
Values in Action			
Dynamic - We move forward as one team. - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems.		I I I I	
Compassionate - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good.		I I I I	
Inclusive - We are open to all. - We treat each other with dignity and respect.		I I	

- Every person's uniqueness is valued, supported and celebrated.		
- Our individual backgrounds and experiences make our organisation stronger.		
Courageous - We are bold.		
- We show our strength by doing the right thing.		
- We aren't scared to test our creative ideas.		
- As humanitarians, we go the extra mile to help people in crisis		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.