**Cairngorms Learning Partnership**

**Training Officer for the Tomintoul & Glenlivet Landscape Partnership project (“the project”),**

Tomintoul & Glenlivet

**Salary:** £8.75 per hour **Reports To:** CLP Manager  
**Hours Per Week:** 16 hrs week **Location:** Tomintoul

**Closing Date:** 27 July 2018

This is a fixed term contract for duration of the project (ending September 2020) with a view to an extension to the contract depending on the outcome of the project.

The post holder will be responsible to the Cairngorms Learning Partnership Manager for operational purposes.

The overall duty of the post holder will be to administer the delivery of learning within the project area. Full training will be given and further learning opportunities encouraged.

The programmes on which the learners are enrolled will vary but can be grouped as:-

- Vocational (these are skills for work or to support volunteering roles)  
- Recreational (these support individual health & wellbeing)

**Main Duties and Responsibilities**

The responsibilities of the post will be within the programmes identified above and will include the following duties:-

1. Working with the CLP and TGLP teams to set up and market courses using a variety of mediums – newsletter, website, local papers, notice boards, social media
2. Assist with the co-ordination of tutor based activities – such as confirming dates for courses, booking venues and collating feedback from all participants
3. Support learners in registering for courses via the website, over the telephone or face to face.
4. Ensure appropriate forms and paperwork are delivered to and collected from tutors and learners.
5. Maintain course files for learners engaged on a variety of training programmes and other record keeping for the project, as required
6. Maintain effective communication with colleagues, learners, tutors, venues, personnel from other project within the Landscape Partnership and any other training providers involved in delivery of the project
7. Using and maintaining appropriate record keeping systems
8. Purchasing goods and equipment, as required

**Equal Opportunities**

The Cairngorms Learning Partnership will seek to ensure that all existing and potential employees and students are given equal opportunities for employment and education. It is committed to the elimination of unlawful or unfair discrimination on the grounds of sex, age, marital status, colour, race, nationality or other ethnic or national origin, disability, sexuality, trade union membership or activity and religious background. CLP will seek to ensure that no applicant for employment or education is disadvantaged by conditions or requirements which cannot be justified. CLP aims to provide an open, welcoming and safe environment for all its students, employees and visitors.

The job description is current as at 26 June 2018. In consultation with you it is liable to variation to reflect changes in the job. If you have any queries relating to your Job Description please consult your line manager. Copies of this Job Description are held by CLP.

**Person Specification**

The ideal candidate will have a desire to help and support people and businesses within the project area to take part in learning which will help them achieve their goals. Good customer service and a positive learner experience are vital parts of helping a learner achieve a successful learning outcome. Strong connections with the communities and a good knowledge of the area would also be ideal.

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| **Factors** | **Essential Criteria** | **Desirable Criteria** |
| **Education & Qualifications** |  | Maths & English to Higher Level (or equivalent) |
| **Experience/ Knowledge** | Experience of quality customer services  Experience of administrative processes  Experience of Microsoft Word and Excel (further training can be provided)  Proven track record of working to deadlines Ability to ‘think on their feet’ | Experience of Facebook & other social media platforms as a form of promotion  Experience of Microsoft Publisher |
| **Skills & Attributes** | Experience of IT systems as a form of record keeping Good communication skills Ability to remain calm when dealing with difficult situations  Good keyboard skills |  |
| **Personal Qualities** | Self-awareness and confidence.  Positive and realistic approach to problem solving.  Positive thinking and a ‘can-do’ attitude. The skills of an effective team worker and finisher. | A full driving licence, the ability and willingness to drive and ownership of a car.  Ability to work flexibly (e.g. some weekend and evening duty) |