



What you'll do

The main purpose of your role as our learning and development trainer will be to put together brilliant training programmes for PSS people and Shared Lives carers across the UK. You'll be helping people be the best they can be and stay compliant in areas like first aid, equality and diversity and personal development training. Coaching will also be a big part of your role – you'll be looking after our coaching programme, and keeping our coaching culture thriving, across the organisation.

You'll need to make our learning opportunities the best they can be for our teammates and play your part in helping us achieve the goals in our learning and development strategy, and PSS's five-year Big Plan.

SCOPE OF JOB AND FOCUS OF ROLE

- Service delivery – 85%
- People management and relationships – 10%
- Finance and resource management – 5%

TERMS & CONDITIONS

Contract Type

This is a Permanent contract.

Salary

£32,354 per annum pro rata. This salary is equivalent to PSS Fixed point 40.

Hours

22.5 hours per week worked over three days between Monday and Friday.

Location

PSS, Eleanor Rathbone House, Connect Business Village, 24 Derby Road, L5 9PR.

Annual Leave

28 days per year (pro rata). In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

Pensions

PSS operates an Occupational Pension Scheme with The People's Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.

KEY RELATIONSHIPS:

Learning and development teammates, PSS staff/carers and external partners.

FINANCIAL/BUDGET:

You'll support our head of learning and development to manage the budget effectively.

DECISION-MAKING:

In this role you'll be making decisions on a daily basis. You'll be making learning needs assessments, setting clear and specific objectives for our training programmes, putting together learning content that's relevant and engaging, and choosing the right ways to make sure our training is inclusive, interesting and meets the diverse needs of our teams.

COMPLEXITY:

You'll need an in-depth understanding of the best ways to provide training and continuously make it better, and you'll need to know how to get our teams fully engaged in our courses.

KEY RESPONSIBILITIES

Service delivery

- As our specialist in-house trainer, you'll give one-to-one and group training sessions that are interesting, informative, and inclusive, designed by you for specific needs and learning styles. You'll cover a wide range of topics, from equality and diversity, basic first aid, medication skills and moving and handling through to personal development training such as coaching, leadership training and personal resilience, and you'll be flexible enough to add more strings to that bow when needed.
- Understanding how AI is changing the landscape of learning and development is really important in this role. You'll become the learning and development master of Chat GPT and other AI platforms, responsible for researching, developing, and exploring how we can use AI in our team to help us design content that's spot on for what our learners need.
- We'll need you to do some occasional traveling to regional offices across the UK, to give training, and support our regional teams with coaching.
- You'll need to give learning support and guidance to PSS staff and our Shared Lives carers, helping them overcome challenges and develop ways to achieve their learning goals. This might include developing personalised learning plans or providing ongoing coaching and mentoring support.
- You'll be working closely with other team members to make sure PSS has a holistic and integrated approach to training delivery, creating learning and development opportunities for everyone.
- You'll make sure that all of our course content covers exactly what we need it to. You'll be in charge of making sure it's helping our people be the best they can be, is up-to-date and meets our regulatory obligations as a social care provider (for example, that it covers what we need it to for our care certificates).
- We have to make sure we stay compliant with our legal and regulatory obligations as a social care provider, and we want everyone to love learning and really embrace their

potential. To help us do that, you'll support our teams to buy into our training programmes, understand the benefits of learning and reach their training goals.

- You'll keep up-to-date with industry trends and best practice in training and assessment, looking for areas for improvement in our training programmes and suggesting new ways to make learning experiences better.
- We'll need you to follow PSS health and safety policies and procedures to create a safe training environment for everyone.
- You'll need to provide information and performance reports to our head of learning and development when needed, making sure deadlines are met.
- Working with our head of learning and development, we'll need you to bring in a full and varied calendar of learning activities, ran either in-house or by external providers, and evaluate their impact.
- Making sure our training, whether it's delivered face-to-face or remotely, is accessible and inclusive will be a big part of the role. You'll need to adapt how training is provided to meet the needs of our learners, using a variety of tech platforms, like Zoom, Microsoft Teams and Kahoot.
- You'll facilitate coaching workshops with our head of learning and development, supporting our talent management strategy and making PSS's coaching culture even stronger.
- You'll work alongside our communications team to help advertise learning opportunities at PSS and encourage people to get involved in what we've got going on. You'll be aiming to get maximum take-up on our courses, so you'll need to support our communications team with information they can use to make the best use of our communications channels and resources.

People management and relationships

- We'll need you to build good working relationships with teammates across PSS and with partner organisations.
- You'll treat other teams at PSS a little bit like customers, supporting them to have a brilliant experience with the learning and development team.

ADDITIONAL DUTIES

1. You'll need to actively get involved in developing individual objectives and plans and go along to staff performance management and learning and development reviews.
2. You'll need to be flexible in your role and may need to take on some other pieces of work if they're appropriate to your job.
3. All jobs can change from time-to-time and this job description will be reviewed regularly and may be updated to include reasonable changes in consultation with you.

This job description is a guide to the work you will need to do and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

PERSON SPECIFICATION

Requirement	Essential	Assess from:
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical C = Copy of certificates
Attitude		
Ability to build strong professional relationships with teammates at all levels across PSS, to support the implementation of our learning and development strategy and culture of continuous improvement.	E	A/I/R
Doing all you can to personally develop your knowledge and understanding of current thinking and best practice in learning and development.	E	A/I
Being an excellent team player, showing lots of enthusiasm and passion.	E	A/I/R
Commitment to maintaining high standards of professionalism and working ethically.	E	A/I/R
Being a big-hearted, open-minded, professional, determined and genuine person in all that you do at work.	E	A/I/R
Knowledge		
An understanding of adult social care principles, policies, and practices. This includes knowledge of legislation, regulations, and best practices in providing care and support to adults with various needs.	D	A/I
Knowledge of training and assessment methodologies. Being familiar with designing and delivering training programs, assessing learners' competence, and providing constructive feedback.	E	A/I/E
Understanding and promotion of equality, diversity and inclusion legislation and policies. To make sure this is considered throughout the training cycle so that training provision is inclusive.	E	A/I/E
Skills		
Strong technology skills in commonly used software like Microsoft Office, Microsoft Teams and learning management systems, and a keen interest in developing skills in using AI.	E	A/I/E
Ability to adapt training methods and materials to meet the diverse needs of the organisation.	E	A/I
Strong interpersonal and communication skills, with the ability to build friendly, positive relationships with teammates.	E	A/I/R
Excellent organisational skills and attention to detail.	E	A/I/R
Ability to review and develop an efficient, integrated, quality learning and development offering for all our teammates.	E	A/I
Ability to develop and work to provide appropriate	E	A/I

learning opportunities for services, teams, or projects.		
Ability to maintain accurate and up-to-date training folders, documentation, and records.	E	A/I
Experience		
Designing and delivering training programmes, with a proven track record of developing and implementing effective training strategies for adult learners.	E	A/I
A professional knowledge of learning and development theory and practice.	E	A/I
Assessing learners' competence, providing constructive feedback, and supporting reflective practice.	E	A/I
Delivering personal development and management programmes.	D	A/I/E
Delivering learning and development virtually (eg, Microsoft Teams, Zoom).	E	A/I
Evaluating learning and development methods (including external providers).	D	A/I
Qualifications and training		
A relevant qualification in adult social care, such as a L3 Diploma in Health and Social Care.	D	A/C
A teaching or assessing qualification, such as a L3 Award in Education and Training or a L4 Certificate in Education and Training. (If you do not have this qualification, you must be prepared to work towards it within the first 12 months of employment).	E	A/C
Membership of a relevant learning and development professional organisation (e.g. CIPD).	D	A/C