

# JOB DESCRIPTION

Date August 2023

<b>Position</b>	Training Officer	<b>Department</b>	Learning and Development
<b>Generic Job Title</b>	Training Officer	<b>Segment</b>	Health & Care
<b>Team Band</b>	A	<b>Location</b>	University Hospital of North Staffordshire
<b>Reports to</b>	Learning and Development manager(Health & Care)	<b>Office/Unit Name</b>	University Hospital of North Staffordshire

## Job Purpose

To deliver the provision of learning and development activity for Sodexo staff on site, in line with internal policy and client agreements and provide accurate and timely management information to agreed formats and deadlines and support the delivery of Health and Safety.

## Accountabilities

1. Ensure that Sodexo personnel on site receive the required learning and development as set out in Schedule 14 of the project agreement and in accordance with Sodexo internal policy.
2. Ensure that all learning delivery meets the standards and content set out by Sodexo policy and Schedule 14 of the project agreement.
  - To Facilitate and deliver training workshops and sessions utilising interactive and engaging technique both in person and virtually.
3. Coordinate and manage the administration of training programs, including scheduling, venue booking, and participant registration as required.
4. Maintain accurate records of all learning and development activity undertaken on site and report on this following timescales and formats agreed in the project specification.
5. Assisting the L&D Manager with the following:
  - delivery and development of solutions for employees identified from training needs analysis to support operations development.
  - Conduct training evaluations to assess participant learning and training program effectiveness.
  - Support a Zero Harm Mindset from a Health & Safety perspective in all training delivery.
6. Ensure all curriculum and operational training material is current and up to date using standardised templates as designed and supplied by Sodexo.
7. Support the continuous improvement within learning and development.
8. Building and maintaining professional relationships with site team, clients and other agencies

9. Any other duties as deemed specific to the training officer role by the L&D Manager

### Key Performance Indicators

- Site statutory and mandatory training compliance in excess of 95%.
- Accurate management information provided meeting agreed formats and timescales.
- Provision of solutions to business specific learning and development requirements as specified by the L&D manager.
- Schedule 14 project agreement requirements are being met.
- Local learning and development is designed and delivered in keeping with company standards.
- All learning and development activities evaluated to monitor the return of investment from the activity.

### Dimensions

**Staff** This post provides functional and operational support to all Sodexo employees at all levels on site, but has no direct reports, The org chart will be updated to reflect this.

**Other** This post reports to the learning and development manager, whilst primarily site based there may be a need to travel.

### Knowledge, skills, and experience

#### Essential

- Previous experience of providing a training and/or learning and development service.
- Ability to communicate effectively to other people across all levels in an organisation.
- Experience influencing performance at peer level.
- GCSE and/or A level and/or equivalent experience as a training officer
- Experience in delivering to strict KPIs and contract.

#### Desirable

- Accredited qualification in training and or learning and development, CIPD level 3.
- Proven track record of supporting a multi-service learning and development support service.
- Experience in supporting the mobilisation of staff.
- Experience in facilitation techniques including coaching.
- Experience of supporting the developing a training function.

#### Contextual or other information

- During the execution of duties, the post holder may have access to, or witness confidential information; this must not be disclosed to any unauthorised person at any time.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken, **it does not attempt to detail every activity.**
- Specific tasks and objectives will be agreed with the post holder at regular intervals as part of an ongoing program of performance and development review.
- **The post holder will be required, at times, to perform any reasonable task, as required by the line manager in order to meet the operational needs of the business.**

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