

Job Description

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| Function: | Sodexo Justice Services |
| Position: | Learning and Development Trainer (Facilitator) |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): | Learning and Development Manager |
| Additional reporting line to: |  |
| Position location: | HMP Bronzefield |
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| 1. Purpose of the Job – State concisely the aim of the job. | |
| * Support the L&D Manager in developing a learning culture within the establishment by coordinating and delivering a range of learning and development activities which are aligned to the business strategy and contractual and legislative requirements. | |

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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Schedule and delivery of the Initial Training Courses (ITCs) for all Operational staff and Non-Operational Inductions * Work with L&D Manager to ensure ITC training content is up to date and delivered effectively to enhance staff engagement and improve staff retention * Provide support to establishment SMEs during training sessions, e.g., H&S, HR and deliver content when required * Facilitate upskilling and refresher sessions for existing staff * Work with Learner Coach to provide support to PCOs and OSOs during Development Programme * Provide efficient administration services to Learning & Development within Sodexo Justice Services, including maintaining records, dealing with and responding to queries and scheduling SMEs for ITC courses. * Work with L&D manager to implement evidence-based practices to improve recruitment, retention, learning, and development. * HMPPS course delivery – training to be provided * Support the L&D Manager with ‘day to day’ line management of the new staff whilst on the ITC * Work with Learner Coach to ensure the ITC is ‘fit for purpose’ and any gaps in knowledge are being addressed. * Work with L&D Manager to ensure all statutory and mandatory training is planned, delivered and recorded * To support the L&D Manager in the delivery of learning pathways to BZ workforce. |

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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Working within a privately managed Category A prison establishment, which holds up to 500+ female offenders. * Working with a diverse workforce of 450+ employees who either work directly with prisoners or support the prison to run effectively * Supporting the Learning and Development Manager in delivering the vision for HMP Bronzefield, by ensuring that the prison operates effectively with the corporate and local values, Business Plans and People Plans * Provide monthly management information * Support the recruitment process with the Learning and Development Manager and HR * Take ownership of own development and ensure continual professional development (CPD) is undertaken |

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| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Plan and organise ITC schedules – including requesting and allocating SMEs * Increase staff engagement in learning and development resulting in more positive feedback * Monitor and review statutory and mandatory training to assist Learning and Development Manager maintaining the required statutory certification appropriate for all roles, e.g., Use of Force, H&S, EFAW and RPE/HEAD15 |

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| 2. 5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| * Coordination and delivery of up to 6 ITC intakes per year that includes * PCOs and OSOs * Assist Learning and Development Manager with coordination of the annual refresher programme for up to 450 staff * Assistance with up to 12 non-custodial inductions per year to cover leave when required |

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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| **Essential**   * Resilient and resourceful * Learning professional with ability to facilitate interactive training to groups and individuals. * Strong communication skills (both written and verbal) * Effective listener * Implementation of evaluation techniques to measure success * Ability to build robust working relationships with individuals and departments * Ability to work as part of a team but also independently * Able to provide constructive feedback * Excellent organisational skills * Flexible * Approachable   **Desirable**   * Relevant trainer qualification (prepared to undertake training qualifications as part of role) * Experience working in a custodial environment as an Operational member of staff |

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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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Received:

Date:       Date:

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Job holder Immediate Manager