

Job title:	Training Officer	
Service:	Business Development / Positive Effect	
Reports to:	Business Development Manager	

Purpose of the role:

You will be delivering and further developing our innovative and approved training courses and packages initially across three main projects for: the Department for Education, transport operators in London and private sector customers. The ability to innovate and be flexible is a must as new projects are developed and implemented.

As a Training Officer your key objectives include:

- Leading the delivery of Compass Positive Effect training; both face to face and online.
- Supporting the development and finalisation of training modules and packages for the public and private sector.
- Helping to develop the Compass Positive Effect brand across different channels.
- Supporting the growth of Compass Positive Effect with the Business Development Manager.
- Leading customer audit and consultancy.

Business development department overview

Compass Business Development works alongside the CEO, Operations Directors and Finance Director to achieve the annual business development strategy and plan centred on managed growth, quality implementation of services and sustained effective service delivery.

Key activities include:

- Management of the pipeline for tender opportunities, tender identification, research, production and outcome evaluation.
- Project management of the mobilisation and implementation of new services.
- Contributing to the organic development of existing contracts, through grants and partnerships.
- Development of the digital and communications strategy, including oversight of the Compass website.
- Development and management of Compass Positive Effect, the traded arm.

About Compass Positive Effect

Positive Effect is the trading arm of Compass, providing practical and effective health and wellbeing consultation, solutions and training designed by experts from Compass.

The knowledge and extensive experience gained through successful Compass service delivery in the community adds value.

The vision for Compass Positive Effect is to achieve sales in line with the target contribution and improve people's mental wellbeing by reaching them through school or work. All surplus is used for charitable purpose, to support the health and wellbeing of the wider community.

Team

The team is led and managed by the Assistant Director – Business Development and includes the Business Development Manager (Positive Effect), Implementation & Projects Lead and the Marketing & Digital Communications Officer. Administrative support is provided by the Central Admin Team. All team members are required to work within their competency as a part of a whole team approach to deliver all areas.

Key duties and responsibilities:

Training and consultancy

- Lead the delivery of Compass Positive Effect training; both face to face and online.
- Support the development and finalisation of training modules and packages for the public and private sector.
- Lead customer audit and consultancy to help organisations action plan to improve their organisational health and wellbeing.
- Actively seek feedback from delegates to continuously improve training packages.

Business development / marketing

- Support the Compass Positive Effect Business Development Manager and Positive Effect steering group.
- Contribute to the identification of new business opportunities.
- Support opportunities to develop and maintain the Compass Positive Effect brand through various channels including marketing (radio, interview, video, etc.), social media and the Compass website.
- Actively seek feedback from customers to establish a bank of testimonials and case studies for use in marketing.

Planning and organising

- Maximise own time management and prioritise tasks to ensure all necessary duties are fulfilled in a timely manner.

Operational delivery

- Support the mobilisation of new projects / contracts.
- Support the delivery of projects / contracts ensuring resources are directed as necessary to meet demand.
- Support the creation of training modules / packages / supportive material and resources that support the health and wellbeing of relevant organisations, from design and development, through production, finalising quality assurance and the accreditation process (where external validation is required).
- Maintain an awareness and knowledge of suitable digital delivery methods e.g. MS

Teams, GoTo Webinar / Training.

- Foster and maintain strong links with all subject matter experts across Compass.

In addition to these functions the post holder is expected to:

- In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.
- Prioritise own workload within agreed objectives deciding when to refer to others as appropriate in accordance with Compass procedures.
- Have some flexibility in working hours, organising their working time in such a way as to complete all necessary tasks and manage 'peaks and troughs'.
- Have flexibility to travel across the country, including ad hoc overnight stays.
- Access to independent means of transport for work purposes is preferred.

Personal responsibilities

- Take responsibility for their own and other's health and safety in the working environment.
- Comply with Compass policies and procedures, including sharing Compass commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
- Ensure that a professional service and image is maintained at all times.
- Ensure their actions support the equality, diversity, rights and responsibilities of individuals.
- Promote and adhere to equality of opportunity and diversity within Compass.

PERSON SPECIFICATION

Qualifications, Experience and Knowledge:
ESSENTIAL
<u>1) Experience</u> <ul style="list-style-type: none">• Facilitating face-to-face and virtual training and coaching.• Development of training modules and packages.• Operational health and wellbeing training or service delivery.• Customer audit and consultancy.
<u>2) Knowledge</u> <ul style="list-style-type: none">• Microsoft Office.
DESIRABLE
<u>1) Qualifications</u> <ul style="list-style-type: none">• L3 Education and Training and Level 3 Assessing qualification (or equivalent).• Qualification in health and wellbeing.
<u>2) Experience</u> <ul style="list-style-type: none">• Working with vulnerable groups.• Delivery of online training.
<u>3) Knowledge</u> <ul style="list-style-type: none">• Mental health evidence-based theory and practice.• Awareness of developmental needs of children and young people.• Understanding of risk-taking behaviour.• Relevant IT programmes (e.g. MS Teams, Zoom, GoTo).• Knowledge of Fraser and Gillick competency.
Key competencies / personal attributes:
<p>We are looking for a passionate and engaging trainer who genuinely wants to make a difference to improve the mental health and wellbeing of others.</p> <p><i>The post holder must demonstrate strengths in the following competency areas:</i></p> <ul style="list-style-type: none">• Interpersonal skills – excellent verbal and written communication skills, able to listen attentively and adjust communication style and content to the audience.• Autonomy – motivated self-starter who is able to manage their priorities and workload effectively and act on their own initiative whilst escalating where needed and delegating appropriately.• Partnership working - ability to develop, establish and maintain positive relationships with others, both internal and external to the organisation• Team player - ability to work productively and supportively in collaboration with

others to achieve common objectives.

- **Adaptable** - willingness to take on tasks, as required, that support the day-to-day operation of the small Compass Positive Effect team.
- **Flexible working** - ability and willingness to adopt a flexible approach to work including travel across the country, with full UK driving license and access to a vehicle preferred.

Compass values:

The post holder must demonstrate exemplary behaviour in all Compass values

- **Integrity:** An unstinting commitment to honesty and openness in all our activities.
- **Valuing Each Individual:** Respecting the needs of each person and helping them gain greater control of their life.
- **Being Solution Focused:** Responding quickly and flexibly to current and emerging needs.
- **Consistent & Reliable Approach:** Always delivering on our commitments.

Safeguarding:

The post holder must demonstrate and share our commitment to safeguarding

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.