



The National Association for
People Abused in Childhood

JOB ROLE	Training and Development Officer (TDO)
JOB FUNCTION	<p>The Training and Development Officer is accountable for the development and delivery of NAPAC’s successful training programme in line with strategic requirements.</p> <p>The TDO will deliver and manage training as a primary function and ensure as far as possible that the training makes a tangible difference to professional practice and ultimately to survivors. This will involve (for organisational clients especially) needs analysis, problem-solving, research and potentially long-term follow-up.</p> <p>They will maintain excellence in NAPAC’s training content and materials and be responsible for all functional and administrative aspects of the training. They will keep up to date with research and policy developments, develop new training content to meet a range of learning needs amongst different audiences, and identify and develop different training methodologies to achieve the highest possible uptake of NAPAC’s training programme.</p> <p>The TDO is responsible for identifying, contracting, training and supervising external trainers to ensure that increased demand for NAPAC’s training can be met.</p> <p>Reporting to the Business Development Manager, the TDO may be required to present details of NAPAC’s training content and programme to clients and discuss bespoke training requests.</p>
REPORTS TO	Business Development Manager (BDM)
REPORTING LINES	Contracted independent trainers
KEY WORKING RELATIONSHIPS	Business Development Manager, Head of Research, Survivor Support Team
LOCATION	NAPAC office (London) with flexible working arrangements possible
HOURS OF WORK	Full-time 35 hours

MAIN AREAS OF RESPONSIBILITIES

Training Design and Delivery

- Design, organise and facilitate training workshops, e-learning and webinars for organisations and individual professionals
- Design and develop content and training materials to meet the needs of a range of professions
- Obtain and maintain appropriate accreditations e.g. British Psychological Society (BPS)
- Identify, train, contract and supervise qualified external trainers
- Manage all administrative aspects of the training programme: updating the training calendar, training-related travel and all logistics (such as registration, venue hire, production and assembly of all training-related materials and equipment)
- Design and develop delegate training packs
- Manage training bookings through external platforms e.g. Eventbrite
- Carry out all other necessary administrative tasks as they relate to training: communication with clients, training participants, and maintaining accurate records of all completed training events.

Training Development

- Identify current and future training needs among various professions working with survivors, based on client feedback
- Acquire and develop knowledge of, and stay current on, trauma research and how best to support survivors in different non-therapeutic and therapeutic settings through literature reviews and attending relevant CPD events
- Develop content that is suitable for different training methodologies (e-learning, webinars, blended learning)
- Assess participants' feedback to ensure continuous learning and development
- Write evaluation reports for clients as agreed by BDM

Organisational input

- Provide regular post project debrief and reports to BDM to include client feedback and areas/suggestions for development to enable strategic decision making
- Write and update content for relevant pages of the NAPAC website as required
- Be available to provide consultancy services to organisations and policymakers addressing survivor-related issues (NHS, police, media and others)
- Provide input to all staff as requested for external submissions and funding applications
- Any other duties as requested by line manager and/or CEO

PERSON SPECIFICATION

The ideal person for the role of Training and Development Officer will have a strong interest in (and desire to increase understanding of) the wide range of impacts of child abuse and neglect over the lifespan; the relevant research; trauma-informed principles and practice; and the practical skills needed when working with adult survivors of childhood abuse.

They will have demonstrable experience in designing and executing training programmes.

They will be skilled in identifying learning objectives for a wide range of target audiences, as well as significant knowledge of training techniques (and a willingness to continually develop knowledge in this area).

They will demonstrate excellent project management and administrative skills and have a willingness to deliver an agreed project brief to successful completion. The person should be commercially aware and understand the importance of working to agreed targets and goals. They will have experience in identifying, contracting and supervising independent contractors.

This person will be adept at translating theory and research into digestible training content and practical skills for professionals.

They will have a good understanding of the workings of the UK health and social care sectors, criminal justice system and third sector organisations working with survivors of sexual or other types of abuse.

A degree or recognised qualifications in education, training or a related field is desirable.

Creativity and innovation are essential to ensure that new training products and services can be suggested, designed and delivered in line with strategic requirements.

Attention to detail and delivery and highly developed interpersonal skills are important for the role as there is a need to build rapport with a broad range of stakeholders.

Proficiency in MS Office and online delivery platforms is essential, as are strong written and verbal communication skills are essential.

The person must be enthusiastic and flexible in response to client and market requirements as well as hold focus on delivery against strategic priorities.