Dear Applicant,

Thank you for your interest in this post of Training Officer.  This is an important new role in our organisation.

Please find attached an application pack.  We look forward to reading your application.

Please send your application to the following postal address

Recruitment

Mind in Mid Herts

13 Town Square

Stevenage

Herts SG1 1BP

Or by email to [recruitment@mindinmidherts.org.uk](mailto:recruitment@mindinmidherts.org.uk) no later than 12 noon Thursday 22nd July 2021.

**Please note interviews will be held on Wednesday 28th or Friday 30th July 2021.**

Yours faithfully,

Bal Bhathal

Officer Manager

**JOB DESCRIPTION – Training Officer**

Reporting to: Head of Training and Development

Responsible for: Delivering Training

Duration: Fixed Term Contract 12 Months

Hours: 37 hours per week, flexibility required

Salary: £23,222 per annum pro rata (£12.07 per hour)

Location: can be flexible at one of our 4 centres including Stevenage, St Albans, Hertford and Welwyn Garden City and working from home – travelling around the county will be a requirement

Closing date: 12 noon Thursday 22nd July 2021

Interviews: Wednesday 28th July or Friday 30th July 2021

We are Mind in Mid Herts, a leading mental health charity based in Hertfordshire, affiliated to National Mind; with centres in St Albans, Stevenage, Hertford and Welwyn Garden City. We are working to reduce the stigma of mental health diagnosis and we support people with mental health conditions to create a pathway to recovery. We are innovative in creating services to improve wellbeing and to prevent the development of mental health issues. Through education and support we aim to improve people's awareness of how to be proactive in looking after their health and wellbeing. We won’t give up until everyone experiencing a mental health problem gets support and respect.

*Mind in Mid Herts (MiMH) is committed to diversity and equality of opportunity for all and is opposed to any form of less favourable treatment and harassment on the grounds of all the ‘protected characteristics’ as identified by the Equality Act 2010. It is MiMH's intention that this job description is a guide to the major areas and duties for which the jobholder is accountable. However, services will change and the jobholder’s obligations might vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.*

An excellent opportunity has arisen for a training officer to become part of the Mind in Mid Herts team based in Hertfordshire. Working closely with the Training and Development Officer and senior managers this role will assist with the income generation of the training department and the mandatory training of staff and volunteers. This is a new role and therefore this is a great opportunity for the right person to be creative and identify opportunities where this person can really make a difference.

**Accountability**

The post holder will be line-managed by the Training and Development Manager but will manage their own workload, prioritising tasks and working on their own initiative.

**Roles & Responsibilities**

* This is a strategic role in terms of promoting, delivering training courses/workshops and talks for new business e.g. Resilience, Preventing Self-harm and Mental health awareness.
* The post-holder will be responsible for improving MiMH’s Staff and Volunteers practice and knowledge by delivering, mandatory and skills training.
* This post will also ensure the Staff and Volunteer Training and induction programme is fully compliant with the organisation’s Policies and procedures and be responsible for maintaining all administration and records.
* Maintaining the quality and reputation of MiMH’s

**Specific Duties**

1. To manage and facilitate a programme of client and community-based courses, including the development of courses and workshops and supporting volunteers in the delivery of these programmes.
2. Delivering a mandatory training programme for all staff and volunteers, involving other managers as necessary.
3. To have overall responsibility for administrative tasks and record-keeping in relation to training duties.
4. To attend meetings and training courses as required, including team, monthly supervision and annual appraisal with line manager.
5. To liaise with Head of Training & Development to promote and market the programme of training and development of courses and workshops to outside agencies and the general public involving all MiMH managers and staff.

**General Duties**

1. To provide verbal and written reports as may be required by the senior managers and the MiMH Trustee/Committee.
2. Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partners, service users and carers.
3. To be committed to the work and purpose of MiMH and to promote team working.
4. To work at all times in accordance with the organisation’s Policies and procedures.

**PERSON SPECIFICATION**

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| --- | --- | --- |
| **Training Officer** | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A professional qualification or equivalent degree related to training health, social care or marketing and business | **\*** |  |
| Clean driving licence and use of a car | **\*** |  |
| **Experience** |  |  |
| Sales and Marketing |  | **\*** |
| Recruiting, training, supervising and developing people |  | **\*** |
| Being creative and flexible working with individuals | **\*** |  |
| Developing and delivering training courses and workshops | **\*** |  |
| And Knowledge of anxiety and depression and how it might present in primary care | **\*** |  |
| Working with and motivating a multi-disciplinary team |  | **\*** |
| Dealing with stressful and difficult situations in a calm manner | **\*** |  |
| And Knowledge of health and safety in the workplace policies and procedures |  | **\*** |
| Working some unsocial hours | **\*** |  |
| Communicating confidently and effectively, both verbally and in writing, including excellent telephone skills | **\*** |  |
| Prioritising and managing workload | **\*** |  |
| Facilitating and Managing Meetings | **\*** |  |
| Working on own initiative and as part of a team | **\*** |  |
| Using initiative, work creatively and flexibly to achieve the objectives of the post. | **\*** |  |
| IT literate | **\*** |  |
| Understanding of, and a personal commitment to, Equality and Diversity and how this applies in particular to mental health services. | **\*** |  |
| A can-do attitude | **\*** |  |
| A flexible attitude with a willingness to learn | **\*** |  |

ADDITIONAL REQUIREMENTS

* Ensuring that all responsibilities are met in accordance with procedures and the service user/funder requirements
* Ensuring that each staff member abides by our Human Resources policies and procedures as outlined in our Staff Handbook
* Understanding the need for confidentiality when dealing with both internal and external information
* Understanding the importance of conforming to our service requirements and service user needs
* Flexibility to work outside or in excess of standard hours when necessary to achieve objectives required
* Sound knowledge of the organisation’s service offering specific to role and appreciation of the impact that poor service has on our service users and our reputation
* Commitment to adhering to Health and Safety guidelines for safe working.
* Adherence to legislative requirements
* Adhere to all Mind in Mid Herts Covid-19 precautionary measures
* 8-week notice period

**BENEFITS**

* **25 days paid holiday per year, April 1st-March 31st (pro rata for part time staff)**
* **Statutory bank and public holidays, (pro rata for part time staff)**
* **A contributory pension scheme**
* **2 additional days’ leave – Birthday Leave and Wellbeing Day,**
* **Staff Training and Development**

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Training Officer |
| **Post Reference Number:** | TO/37 |

**Using this form**

All fields on this form are to be completed and sent by email or post to Recruitment [Recruitment@mindinmidherts.org.uk](mailto:Recruitment@mindinmidherts.org.uk), Mind in Mid Herts, 12 Town Square, Stevenage, Herts SG1 1BP, quoting the Job Title, Reference Number and your name in the subject. Where a table does not have enough fields, please add additional rows.

**Data Protection**

In accordance with Mind in Mid Hert’s (MiMH’s) Data Privacy Notice, we take care to ensure that all applicant data is appropriately and securely stored and handled. The information on this sheet will be held securely with MiMH’, and will be anonymised when sent to recruiting managers. If an applicant is not appointed for a post, their application and personal details forms will be destroyed. Where an applicant is appointed, their application will be moved into an Employee Folder and remain as long as the employee is employed at MiMH’s.

For full details of MiMH’s approach to Data Privacy and protection, please request our Data Protection Policy.

**Criminal Convictions**

As part of its equal opportunities policy, Mind wishes to ensure it does not discriminate against ex-offenders. If you have any convictions that are **unspent** under the Rehabilitation of Offenders Act 1974, please supply details of your conviction(s) via the **personal details form**.

Some posts within MiMH’s are exempt from the Rehabilitation of Offenders Act 1974 as they involve working with vulnerable adults and/or children and young people and will require a Disclosure and Baring Service (DBS) check. If you have applied for an exempt post, please supply details via the **personal details form**.

**Eligibility to work in the UK**

If there are any restrictions regarding your employment in the UK (e.g. you require a Work Permit), please supply details via the **personal details form**. Please note that MiMH’s is not able to sponsor Visas.

**Personal Details**

|  |  |
| --- | --- |
| Surname: | |
| Forenames(s): | |
| Address: | |
| Postcode: | |
| **Telephone (Home):** | **(Mobile):** |
| **E-mail address**: |  |

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| Please note any disability or other medical condition, which may require special attention at the interview or in the job. |

**Education**

Please give details of your education and all exams passed.

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| --- | --- | --- |
| **Date** | **School/Institution** | **Exams passed** |
|  |  |  |

**Relevant Training Courses**

Please give details all training courses.

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| --- | --- | --- |
| **Date** | **College/Institution** | **Course, Qualifications, etc.** |
|  |  |  |

**Present (most recent) Employment/Voluntary Work**

|  |
| --- |
| **Employer’s name and address:** |
| **Position held:** |
| **Dates:** |
| **Salary:** |
| **Brief description of duties:** |

**Previous Employment**

|  |  |  |
| --- | --- | --- |
| **Dates** | **Employer** | **Position Held** |
|  |  |  |

**Additional Information**

**Please note that CVs are not considered as part of the selection process.**

Please give a statement regarding how you meet the requirements of the role to which you are applying. You should give details of all relevant experience (please refer to job specification) interests, voluntary work, etc. and specify your reasons for applying for the vacancy. Continue on a separate page if necessary.

**Referees**

One of your referees should be your present or most recent employer and your second reference needs to be someone who has known you for at least 1 year. References must not be provided by a relative or someone sharing your home.   If this is not possible please do continue your application and give us the reasons for not being able to supply these references and we will take that into consideration.

We will not contact your present employer without your permission.

|  |  |
| --- | --- |
| **Name:** | **Name:** |
| **Address:** | **Address:** |
| **Status:** | **Status:** |

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| --- |
| In the past two years, how many sick leave days have you taken in your present employment? |
| When can you start? |
| An enhanced Criminal Records Bureau Disclosure is required for this post. |
| Have you worked for Mind in Mid Herts in the past in any capacity? |

**Declaration**

I confirm that to the best of my knowledge all information I have given in my application is correct and can be treated as part of any subsequent contract of employment. Any false, deliberate omission or misleading information may be sufficient cause for rejection or, if employed by MiMH’s and to be dismissed.

Signature

Date

I agree Mind can approach any of my previous employers for a reference to confirm that any information given in relation to my application is correct.

Please tick this box to confirm ☐ Date:

**Equal Opportunities Monitoring Form**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1.Please tell us your Age:**   |  |  | | --- | --- | | 16-24 |  | | 25-44 |  | | 45-64 |  | | 65+ |  | | Rather not say |  | |  | 1. **Do you consider yourself to have a disability?**     Yes  No  Rather not say  **2b. If yes do you have a:**    Physical Impairment  Sensory Impairment  Learning Disability  Mental Health Condition (Long Term)  Other Health Condition (Long Term) |

|  |  |  |
| --- | --- | --- |
| 1. **Ethnicity**   **Asian or Asian British**  Bangladeshi  Indian  Pakistani  Any Other Asian Background  **Black or Black British**  African  Caribbean  Any Other Black Background  **Mixed**  White and Asian  White and Black African  White and Black Caribbean  Any Other Mixed Background |  | **White**  White British  White Irish  Any Other White Background  **Other Ethnic Group**  Chinese  Any Other Ethnic Group  Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Rather not say |

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| 1. **Nationality**   Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

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| 1. **Gender**   Female  Male  Rather not say | **5b. Gender Reassignment**  Do you now, or have you ever considered yourself to be transgender? (tick if yes) |

|  |  |
| --- | --- |
| 1. **Religion or Beliefs**   Atheism  Agnosticism  Buddhism  Christianity  Hinduism  Humanism  Islam  Jainism | Judaism  Sikhism  Any Other Religion/Belief  Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  No Religion or Belief  Rather not say |

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| --- | --- |
| 1. **Sexual Orientation**   Bisexual  Gay Man  Heterosexual | Lesbian/Gay Woman  Other  Rather not say |

|  |
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| 1. **Are you currently providing support to a partner, child, relative, friend or neighbour who could not manage without your help or/and support?**   Yes  No  Rather not say |

*We are asking you to provide us with anonymous information to help reach as many communities as we can. All questions are optional and if you prefer not to it does not in any way effect your access to services. Thank you.*

Where did you hear about this vacancy \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_