

JOB DESCRIPTION

Training Advisor – Hospitality/ Advice and Guidance/ Management

Department: Apprenticeships

Responsible to: Operations Manager Apprenticeships

Location: Across North Wales

Salary: TBC

Hours: 37.5 Hours

About North Wales Training

For over 30 years North Wales Training has been supporting the people of North Wales with career and development opportunities and has raised the prospects of thousands of people and businesses on its own and in partnership with its umbrella organisation Grwp Llandrillo Menai (GLIM), always keeping step with the times.

It draws on its rich heritage and wealth of experience to offer a comprehensive range of high-quality innovative programmes, training, and job opportunities.

We are delighted to be able offer an of employment opportunities for those who want to work within a fast-paced environment and make a difference to peoples' lives through assisting unemployed individuals back into relevant and sustainable employment.

Why work for North Wales Training?

- Holidays: 25 days holiday plus bank holidays in your first year of service, increasing to 28 days
- A two-week Induction and Training programme
- Pension Scheme – contribution of 5%
- Enhanced Maternity and Paternity pay following completion of the probationary period
- Laptop and mobile phone to allow remote agile working

What we are looking for...

We are looking to recruit enthusiastic and motivated training advisors specialising in various roles.

You will be passionate about training individuals and be extremely knowledgeable and occupationally competent in the relevant subject area.

Good communication and interpersonal skills, including excellent written and spoken English are essential in this role.

The Role

To achieve the targets for recruitment and achievement specified by the Operations Manager Apprenticeships in line with Welsh Government Profiles and commercial course budgets.

Ensure all learners have a full and comprehensive understanding of their training programme and individual learning plan through the process of induction, and regular visit/review/workshop schedules and their achievement plan.

Use ILT to the best advantage for learners and delivery.

To complete all internal and external documentation to ensure conformity with North Wales Training, Welsh Government and Awarding Organisation requirements and standards.

Assist the company to achieve total quality in Administration/Quality procedures by adhering to all internal and contractual processes and participate in both internal and external audits.

Manage time effectively in relation to completion of itinerary planning, learner tracking, visits, marketing and staff development.

Liaise with Operations Manager Apprenticeships and adhere to all criteria relating to route development and standardisation.

Submit learner portfolios internal quality assurance in accordance with North Wales Training's IQA procedure.

Participate in the induction and mentoring of colleagues as necessary.

Attend all internal and external meetings/training courses as required.

Liaise with all external agencies as required.

Ensure continuous personal development in line with Company Business Plan.

Participate in 1:1 monthly performance review with your Operations Manager Apprenticeships.

Take responsibility for, and be held accountable for the security, condition, and the upkeep of your working environment including public areas, classrooms, workshops and all equipment used in the course of your employment.

Manage and record your own professional development in line with the Company's Business Plan and Staff Development Plan.

Promote Equal Opportunities in line with Equal Opportunities Policy.

Ensure that all matters relating to Health and Safety are carried out in line with Company Policy and current legislation.

Assist in the Self Assessment Process and the achievement of the resulting quality development plans within your role as Training Advisor.

As appropriate to your role you will work to the Common Inspection Framework, ISO: 9001:2015, Investors in People, ISO 27001 and other quality standards as required by the company and its partners.

Undertake other duties as deemed appropriate at the discretion of the Senior Management Team

Person Specification

Essential

- Experience and background in relevant subject area
- Relevant certificates in subject area
- A1 (D32/33) or TAQA - training can be given
- Good communication and interpersonal skills, including excellent written and spoken English
- Have good ICT skills and experience in the use of computers to assist learning
- The ability to prioritise and organise workload
- Be able to work independently and as part of a team
- Be able to use own initiative appropriately
- Be able to demonstrate enthusiasm for development of all learners on programme
- Show commitment to continuous professional development and quality
- Be willing to undergo a Disclosure & Barring Service check
- Full and clean driving licence and access to own transport

Desirable

- Welsh speaking

Equality & Diversity

North Wales Training is committed to applying equal opportunities at all stages of recruitment and selection, in line with its Equality, Diversity and Inclusion policy in addition to our duty under the Equality Act 2010 to have due regard to the need to eliminate discrimination; to advance equality of opportunity.

North Wales Training is a Disability Confident Leader employer and as such, any candidate with a disability will not be excluded unless the candidate is unable to perform a duty intrinsic to the role, having considered reasonable adjustments. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of their disability.