



# Training Officer (6 month FTC)

Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a Training Officer at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As a Training Officer, you will report to the Learning & Organisational Development Manager. Your role will be to provide a consistent and high level of both operational delivery and administrative support by updating training information and maintaining training systems and processes.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind Regards

A handwritten signature in cursive script that reads "L Redmond". The signature is written in black ink on a white background.

**Laura Redmond**

**Learning and Organisation Development Manager**





## The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy, and care needs
- Online information and support via our Bumps Happen hub and publications.

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities,

together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail, and soft play areas.

We run a non-maintained special school for children with complex education, health, therapy, and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 500 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, retail, operations, and centralised support functions such as finance, HR, fundraising and communications.





## Description

<b>Job Title</b>	Training Officer - 6 month FTC 30 <sup>th</sup> September 2025
<b>Reports to</b>	Learning & Organisational Development Manager
<b>Direct reports</b>	None
<b>Location</b>	Tadworth, Surrey
<b>Salary</b>	£31,500 per annum (Pro rata £25,200)
<b>Hours of Work</b>	30 hours per week (0.8 FTE)
<b>Working Pattern</b>	To be worked over 4 or 5 days
<b>Hybrid Working</b>	Available for this role, 60 – 40 split with 60% being office based on site. This is a non-contractual informal arrangement; the role holder must be flexible and may be asked to change days to come into the office. Anything outside of this is considered flexible working e.g. fixed day working from home.
<b>DBS</b>	Enhanced with Children's Barred List

## Job Purpose

The role of the Training Officer is to provide a consistent and high level of both operational delivery and administrative support by updating training information and maintaining training systems and processes. In areas such as: leadership development, performance management, apprenticeships, and supporting a full range of mandatory, technical and management development.

This role involves a high level of operational delivery, administration and multitasking so the job holder needs to be confident in being able to organise and prioritise their time and work efficiently, effectively and independently in order to be able to respond to a variety of requests and demands.



## Duties and Responsibilities

### Training Operations

- Maintain effective administration systems to support and develop the training function
- Be first point of contact for enquiries into the Training team
- Maintain the team inbox and respond to enquiries, owning all queries
- Process & manage internal booking for training using Select HR (our HR System)
- Process applications for external training, organising payment and liaising with trainers where appropriate
- Manage administration for all in-house training sessions by producing delegate lists, preparing materials for facilitators as required, booking rooms, equipment & catering etc.
- Producing certificates
- Process external facilitator invoices including costings for departments

### Planning & Organising Training Schedule

- Organise & coordinate the training calendar for the following year by liaising with facilitators and colleagues and working with CSET and Therapy teams
- Update schedules with changes/additions as they arise and inform training representatives and departments
- Book rooms, equipment and other resources required
- Planning and organising 'ad hoc' training sessions as and when required

### Support to Organisational Development Team

- Monthly preparation of induction programme including production of training memos, induction folders, session materials, catering requests & induction evaluations. Deliver brief Training session to new starters and help with tours where necessary
- Deliver appraisee training via teams
- Weekly preparation for training sessions, including sending reminders, organising session materials, catering, room & equipment set up
- Creating monthly training and PDR reports and chasing compliance where necessary
- Producing 'due dates' and other relevant training reports for managers as requested
- Deliver all training related activities for new starters.

### General/People Team Support

- Promote and publicise the services and functions of the People & Culture team throughout the organisation and play a proactive role in all department-wide initiatives and developments, to enhance and improve the service





- Support the ongoing improvement of the HR System, highlighting any issues or improvements, scoping relevant processes, and collating necessary information and documents
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- Deal with all matters sensitively and discretely, abiding by relevant confidentiality and data protection policies
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- Build strong internal and external relationships and provide a first class, added value service, to all TCT staff and external partners/customers and volunteers.
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- Undertake any other duties and responsibilities, as may be reasonably expected as part of the role, and in line with the grade.

#### **Professionalism**

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

#### **Health and Safety**

- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

#### **Wellbeing and Emotional Resilience**

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.



## Organisation and Structure





## Person Specification

Selection Criteria:		Essential / Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>Undergraduate degree or demonstrable, equivalent professional experience</li> <li>Evidence of training/educational attainment, and formal qualifications, in areas such as: Learning &amp; Development; Organisational Development; Leadership; Coaching &amp; Facilitation; HR</li> </ul>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of operational delivery, in relation to all/some of the following areas:               <ul style="list-style-type: none"> <li>Learning &amp; Development</li> <li>Leadership Development</li> <li>Performance and Talent Management</li> <li>Wellbeing</li> <li>Equity, Inclusion &amp; Diversity</li> </ul> </li> <li>Experience of developing and delivering training/ coaching sessions</li> <li>Experience of managing external suppliers and commercial agreements</li> <li>Experience of developing and implementing Organisation Development Systems</li> </ul>	<b>All Essential</b>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Able to influence, persuade, motivate, and negotiate with a range of stakeholders and partners</li> <li>Ability to lead and manage cultural and organisational change projects</li> <li>Excellent communication and interpersonal skills; particularly in relation to presentation and facilitation skills, whilst being approachable and skilled in developing strong relationships</li> <li>Ability to work in a dynamic and evolving environment, effectively managing changing priorities and competing deadlines, whilst working under pressure</li> <li>Demonstrates a high level of emotional resilience and intelligence, whilst displaying energy, enthusiasm and confidence</li> <li>Demonstrable experience in the development of innovative approaches to solve complex problems</li> <li>Strong knowledge of CQC, Ofsted Care and Ofsted Education regulations.</li> </ul>	<b>All Essential</b>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Commitment to the vision and values of The Children's Trust.</li> <li>Flexible and 'can do' attitude to competing commitments in workload.</li> <li>Highly motivated and reliable.</li> <li>Ability to cope working in a demanding environment.</li> </ul>	<b>All Essential</b>





## Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

## Equity, Diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity, and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-inclusion>

To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity, and inclusion to be at the heart of everything we do, and our people, services, and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met - including an LGBTQIA2S+ group, Ethnic

Diversity Group, and Spark – our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

## Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact, and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

