

JOB DESCRIPTION

Job Title	Information and Advice Trainer
Department	Services
Reporting to	Information and Advice Development Manager
Line Manages	None
DBS check requirement	Basic
Location	Avonmore Road, London W14 8RR (with hybrid working) with regular travel

JOB PURPOSE

This role will support with the design and delivery of training to external clients (e.g. social prescribers, housing providers, community workers, advice workers, corporate partners) on financial rights-based information for older people in England, Scotland, and Wales, so that they can support older people to maximise their income and reduce their costs.

KEY RESPONSIBILITIES

- Work closely with the Information and Advice Development Manager, external organisations and other stakeholders to understand training needs and develop training to address these needs.
- Working in collaboration with internal and external subject matter experts and the Learning and Development team, design training courses for external clients, focused on financial rights-based information for older people financial matters for older people, so they can support older people in financial hardship to claim their entitlements and be aware of their rights
- Ensure courses are marketed effectively to target audiences.
- Deliver training to participants, both virtually and in-person.
- Develop a bank of freelance subject matter experts.
- Ensuring all training courses and materials are inclusive and are accessible to all
- Develop learning resources including presentation slides, interactive learning approaches, pre and post course reading/exercises, e-learning and reference materials.
- Schedule and manage training sessions e.g. setting up events, confirming bookings, sending reminders and booking external trainers.
- Evaluate the effectiveness and impact of our training and make recommendations of improvements.
- Maintain detailed training records and produce reports for internal and external use.
- Keep up to date with financial advice topics including Welfare Benefits, Social Care and Housing.
- Developing and delivering training to internal colleagues where required.

General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

How We Work

At Independent Age, we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - the experience, needs and views of older people are central to everything we do

Compassionate - we listen, care and take action

Expert - our work is evidence-based and solution-focused

Collaborative - we work in partnership to maximise our impact

Accountable - we work with integrity and transparency

Inclusive - we value diversity and always treat everyone fairly with dignity and respect

To put our EDI Principles into practice, we will:

- proactively challenge ageism and other forms of discrimination throughout our work
 - celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong
 - develop our leaders so they can act as role models and champions and our staff so they can embrace these principles and apply them in their work
 - deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not
 - ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery
 - commit to setting target indicators for diversity and regularly review progress
 - collect data to enable us to track our progress
 - be publicly accountable and transparent about our progress
 - use our influence to proactively champion the principles of EDI internally and with external partners
 - continuously improve, adopt best practice and learn from and share with others
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PERSON SPECIFICATION

Knowledge and experience

- Experience of designing inclusive and accessible training and resources, including pre-course reading and exercises, training workshops (online and in-person) and post course exercises, for a range of audiences.
- Experience in delivering training virtually and in-person, including to corporates.
- Comprehensive knowledge of Pensionable Age Welfare Benefits.
- Good Generalist knowledge of a range of issues affecting older people including but not limited to Social Care, Health Services, Housing, and Scams.
- Strong understanding of IT applications (particularly Outlook, MS Excel, PowerPoint and video conferencing).

Skills and attributes

- Excellent verbal and written communication skills including the ability to translate complex issues into clear, focused, and understandable language for a range of audiences.
- Excellent relationship and partnership building skills.
- Ability to travel across England, Wales and Scotland as necessary to deliver in-person training and support relationship meetings, including overnight stays.
- Strong time management and organisation skills shown through the ability to work at pace, prioritise a number of concurrent tasks and meet strict deadlines.
- A demonstrable commitment to Equity, Diversity and Inclusion.
- A demonstrable passion for, and affinity with, our cause.