



PEACE OF MIND LEARNING & DEVELOPEMNT OFFICER RECRUITMENT PACK

A project supported by PEACEPLUS, a programme managed by the Special EU Programmes Body (SEUPB)



PEACEPLUS
Northern Ireland - Ireland

Co-funded by the



European Union



UK Government



Rialtas
na hÉireann
Government
of Ireland



The
Executive Office

www.executiveoffice-ni.gov.uk

JOIN THE TEAM



Joining VERBAL means becoming part of a dynamic team committed to fostering inclusivity and amplifying diverse voices. If you are passionate about making a meaningful impact, eager to embrace creativity, and ready to support individuals in finding and sharing their unique narratives, then VERBAL is where you belong. Here, you will play a crucial role in helping people tell their stories and in building a community where every story matters.



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Our Values

Our values aren't just words on a wall; they are integral to who we are and how we operate daily. They were chosen collaboratively by our team, and they shape every interaction and decision we make.

WE ARE INCLUSIVE :

We make it our mission to meet people where they are, breaking down barriers to ensure everyone can engage and thrive.

Your efforts will help enhance the wellbeing of those we serve, creating a truly inclusive environment.

WE FOCUS ON QUALITY:

We listen closely to understand the unique needs of our users and continually improve our programs to meet those needs. Your dedication to quality will ensure we provide the best support possible.

WE LOOK TO CONTINUALLY GROW:

We embrace a culture of exploration and learning. You'll be part of a team that constantly challenges the status quo, seeking innovative ways to make a positive impact.

WE CONNECT:

We believe in engaging the imagination, fostering rapport, and encouraging creativity in all our interactions. Your ability to connect with others will help build strong relationships and inspire new ideas.

WE WORK IN PARTNERSHIP:

We value strong, lasting relationships with our partners. Working with us means collaborating towards common goals and making a greater impact together. Your collaborative spirit will be key to our success.



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Join Verbal: Where Your Wellbeing and Satisfaction are our Priority

At Verbal, we place immense importance on cultivating a vibrant and supportive culture. Our commitment to employee satisfaction and wellbeing is reflected in our comprehensive approach, including bi-monthly staff satisfaction and wellbeing surveys. These surveys allow us to continuously analyse and enhance every team member's experience within our organisation. Additionally, our dedicated wellbeing committee meets monthly to develop strategic initiatives aimed at promoting and enhancing your wellbeing.

89%

Of our staff find their jobs meaningful

90%

Of our staff report being satisfied within their role.

93%

Of our staff know how their role contributes to the organisation



Our Vision is a
world where
**EVERY
STORY
MATTERS**



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VERBAL was first established in 1992 and has been designing, developing & delivering language arts-based projects with vulnerable individuals and marginalised communities for over 30 years.



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THE WORK THAT WE DO

WE DELIVER CREATIVE INTERDISCIPLINARY PROGRAMMES
IN THE AREAS OF



**MENTAL
HEALTH & WELLBEING**



**COMMUNITY DEVELOPMENT &
RECONCILIATION**



CREATIVE DEVELOPMENT



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OUR PROCESS

Psychology team build the curriculum

Our psychology team work to ensure each programme follows a specified curriculum that will guide the participant through a tailored journey.

Story creation

Verbal's Literary Editor will then research the perfect reading material that will match the psychology reviewed curriculum and the particular group we are working with.

Delivery of programme

This is where the magic unfolds, as we engage with community groups. Here, we witness the transformative power of words and stories and the profound impact they can have on individuals. This is where our Wellbeing Facilitators really add value to our organisation.



Co-production

We co-produce our programmes with our participants ensuring their true voices are heard.

Psychology & CBT

Our psychology team embed within the reading material structured discussion intervals. These are designed to prompt participants to reflect on the content. Using questions and conversation starters.

Content testing

Before we introduce our material to the groups we always test with a testing group to ensure that we have produced the highest quality programme for our participants.

Impact reporting

Finally, We produce evidence based reports that reflect how our programmes have impacted those with whom we serve.

At Verbal, our commitment to excellence is deeply rooted in evidence-based research. Every project we offer is carefully co-designed, drawing from the latest findings in the fields of psychology, literature and co-production. Verbal's projects both contribute to and draw from pioneering research on the comprehensive advantages of arts-based interventions. We're constantly evolving, ensuring our work remains at the forefront of the field, adapting based on our findings and global advancements.

JOB SUMMARY

We are seeking a dedicated and experienced **Learning & Development Officer** to join our team at Verbal for our Peace of Mind projects. This role is responsible for the growth and skill development of our Peer Mentors across the North and the Republic of Ireland. The ideal candidate will evaluate the training and performance of these individuals, monitor and review training content, and ensure that all training initiatives align with our Peace of Mind goals and standards.

As Learning & Development Officer your responsibilities include;

- Design, implement, and manage development programmes aimed at enhancing the skills and competencies of our Peace of Mind Peer Mentor's.
- Evaluate the effectiveness of training programs by assessing the performance of Peer Mentors
- Provide ongoing support and coaching to Peer Mentors across schools that have been part of our Peace of Mind project.

JOB TITLE: LEARNING & DEVELOPMENT OFFICER

REPORTING TO: PROJECT CO-ORDINATOR

ACCOUNTABLE TO: PROGRAMME MANAGER

SALARY: £31,346 PER ANNUM

CONTRACT: 36 HOURS PER WEEK
3 YEAR FIXED TERM

LOCATION: DERRY~LONDONDERRY OFFICE

IN EXCHANGE FOR YOUR EXPERTISE WE
WILL OFFER YOU

**PRIVATE MEDICAL INSURANCE
CRITICAL ILLNESS COVER
LIFE COVER
EVERYDAY MEDICAL CASH PLAN
ENHANCED PENSION COVER
24 DAYS HOLIDAYS PLUS 11 BANK HOLIDAYS**

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JOB DESCRIPTION

As **Learning & Development Officer** you will help enhance our Peace of Mind Peer Mentor's capabilities. This position focuses on advancing the development of our Peer Mentors. Our Learning & Development Officer will assess and improve training effectiveness, oversee the quality and relevance of training content, and ensure that all educational efforts support our Peace of Mind project's missions and objectives..

Duties & Responsibilities

1. Professional Development

- Design, implement, and manage development programmes aimed at enhancing the skills and competencies of Peer Mentors
- Conduct needs assessments to identify the skill gaps and training requirements
- Lead the creation of training sessions, focusing on knowledge retention and competency development
- Deliver interactive and engaging sessions to young people in a school environment

2. Training Content Monitoring and Review:

- Regularly review and update training materials to ensure relevance and accuracy
- Develop new training modules and content that align with best practices in well-being and facilitation
- Evaluate the effectiveness of training programmes by assessing the performance of Peer Mentors

3. Mentorship and Support:

- Provide ongoing support and coaching to Peer Mentors, fostering a culture of continuous learning and development
- Facilitate regular training workshops and learning sessions to address specific areas of improvement

4. Collaboration and Communication:

- Work closely with other departments to align training programs with Peace of Mind goals and strategies
- Communicate training schedules, updates, and outcomes to relevant stakeholders
- Collaborate with internal teams on the design and delivery of high quality training content
- Build and maintain effective working relationships with stakeholders, partners and Verbal team, ensuring a culture of collaboration and growth

5. Data Analysis and Reporting:

- Track and report on training metrics, including participation rates, satisfaction scores, and performance improvements
- Use data to identify trends and make informed decisions about future training initiatives

ADDITIONAL RESPONSIBILITIES

- Committed and adhere to Verbal's vision, mission and values.
- Actively engage in monthly staff meetings
- Actively engage in training as & when necessary
- To comply with Verbal's Safeguarding policies and procedures and with National Guidance. Comply with Verbal's code of conduct
- Actively consider the involvement of funders and partners with whom we work, in all areas of practice
- Observe all Health & Safety requirements
- Work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices
- Comply with Training & Development requirements.

Other information

- **Safeguarding Policy**

In line with the organisation's Safeguarding policy this position is subject to Access NI checks. Full adherence with this process will be requested in the event of a successful application.

- **Driving Licence**

This post requires the post holder to have a driving licence suitable for the UK and access to their own transport

This criteria will be waived in the case of a suitable applicant who has a disability, which prohibits them from driving but who is able to organise suitable alternative arrangements in order to meet the requirements of the post in full

Accessibility

If you require copies of documentation in alternative formats, for example large print, please contact clare@theverbal.co. If you require any particular requirements, should you be invited to interview, please make this clear in your application.

For background information on the organisation, please visit our website www.theverbal.co

NOTES

This job description describes the principal purpose and main elements of the job. It is a detailed guide to the nature of the main duties as they are currently envisaged but is not intended as a wholly comprehensive or permanent schedule of tasks. The post holder will be expected to work flexibly to changing business needs.



PERSON SPECIFICATION

ESSENTIAL CRITERIA

	Criteria	Assessment	Stage
1.	Level 4 award in Education & Training or equivalent qualification	CV application	1
2.	Minimum 3 years experience in a Learning & Development role	CV application	1
3.	Experience in designing, delivering and developing training courses	Application form / Interview	2/3
4.	Experience in evaluating the effectiveness of training programmes through performance assessments and feedback analysis.	Application form/ Interview	2/3
5.	Excellent communication and interpersonal skills with the ability to engage and inspire learners	Application form/ Interview	2/3
6.	Proven experience in mentoring and supporting individuals growth and development	Application form/ Interview	2/3

DESIRABLE CRITERIA

	Criteria	Assessment	Stage
1.	Experience working in a results driven role, successfully delivering against targets	Interview	3
2.	Ability to present complex information clearly and concisely to a variety of audiences	Interview	3
3.	Experience in delivering training to young people.	Interview	3
4.	Excellent IT skills working with MS Office especially Word & Excel	Interview	3

CONDITIONS OF EMPLOYMENT

	Criteria	Assessment
1.	Right to work in the UK	Provide original right to work documentation
2.	<p>This post requires the post holder to have a driving licence suitable for the UK and access to their own transport</p> <p><i>This criteria will be waived in the case of a suitable applicant who has a disability, which prohibits them from driving but who is able to organise suitable alternative arrangements in order to meet the requirements of the post in full</i></p>	Provide documentation
3.	Provide 2 satisfactory references.	Give the name and contact details of relevant referees
4.	Successful applicants will be required to go through an enhanced Access NI check	Apply for an Access NI check online when requested and to provide the relevant ID without delay
5.	Successful candidates will be required to schedule their holidays in alignment with the school term calendar. However, in exceptional circumstances, this can be discussed with their line manager to seek a resolution.	Leave booked within school term calendar

Notes

Verbal operates a child protection policy.

Verbal is an equal opportunities employer.



**TO APPLY SEND YOUR CV TO
clare@theverbal.co**



VERBAL

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Bishop Street Within,
Derry-Londonderry
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