

Job Description

Job Title:	Trainer
Location:	Remote in the UK (homebased) with occasional travel (Based in England Wales or Northern Ireland)
Managed by:	Lead Trainer
Hours:	17.5 per week
Contract:	Part Time, Permanent
Salary:	FTE: £30,000 per annum (pro rata: £15,000 per annum)

Job purpose

At Cruse, our strategy, sets out our charity's plans to grow our income and build on our expertise and unique position in the sector. We provide expert bereavement and grief information and support, and our charity has been supporting people for over 65 years. We support adults, children and young people across England, Wales and Northern Ireland, through our national services, over 80 local branches and online information about grief and bereavement. Every role serves as an ambassador for our mission, championing the charity and inspiring others to support and engage with our fundraising efforts

About you

As a trainer at Cruse Bereavement Support, you will play a key role in equipping volunteers, individuals and organisations with the skills and knowledge to support bereaved individuals. You will deliver high-quality training, assess learner progress, and contribute to the continuous development of our bereavement training programmes. Flexibility to travel occasionally with overnight stays will be required

Key responsibilities

Training Delivery

- Deliver Cruse standard training courses to volunteers and external organisations as scheduled by the training teams
- Deliver public Cruse training courses and webinars, working with the External Training Team
- Support the development of the national training calendar
- Ensure all training adheres to Cruse's core content while adapting delivery methods to accommodate different learning styles and accessibility needs

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– with bereavement support, information and campaigning.

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- Observe trainees in skills practice sessions, assess progress and provide constructive feedback as required
- Motivate and support trainees with their knowledge consolidation and skills practice
- Attend pre course training interviews when required

Training Development

- Collaborate with operational, clinical and external training teams to review and refine training content, ensuring relevance and effectiveness
- Support the development of new training content for volunteer and external training programmes ensuring consistency across Cruse
- Support the digitisation of training content, including the development of e-learning modules and interactive resources for a Learning Management System (LMS), ensuring accessibility and engagement for diverse learners
- Work with Training teams to create a shared training content library and shared best practices.
- Ensure training materials align with Cruse's policies, safeguarding standards, and Equity, Diversity and Inclusion principles

Quality Assurance

- Support the quality check process with NCPS for our standard courses
- Implement quality checks for training courses, ensuring continuous improvement based on feedback
- Support the development of, and participate in, trainer observations as part of the quality framework ensuring all Cruse trainers are observed annually
- Reflect on and incorporate feedback from training observations to enhance personal and team-wide training delivery

Person specification

The following outlines the qualities, skills, and experience we seek in the successful candidate. As you prepare your application, we encourage you to provide clear, well-evidenced examples demonstrating how you meet the criteria. This will allow us to assess your suitability for the role effectively.

Essential	Desirable
Qualifications & Experience	
Supporting bereaved people, a minimum of 30 hours required	Supporting Children and Young People (CYP) with an understanding of CYP developmental stages
Experience of training / coaching adults, a minimum of 100 hours is required	Experience developing or adapting training content for online learning platforms or Learning Management Systems (LMS)
Experience of facilitating groups using video conferencing platforms	An appropriate adult teaching-related qualification (Level 3 Award in Education and Training)
Experience of being assessed as part of ongoing development	
Keys Skills and Expertise	
Familiarity with individual learning styles and how to tailor training to different needs	
Understanding of grief and loss theories.	
Able to use a range of training techniques and approaches to teaching adults including formal teaching and experiential learning	
A practical understanding of diversity and inclusion in relation to volunteers and in a training environment	
A commitment to Cruse safeguarding policy and procedures.	
Build and maintain excellent working relationships with tact, diplomacy and sensitivity	
Ability to promote and maintain a learning climate, including being able to effectively handle group dynamics in a learning situation	
Competent IT skills, including use of the Microsoft suite and video conferencing systems	

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Excellent verbal and written communication skills.	
Understanding of and commitment to data protection and confidentiality	
Key Competencies & Attributes	
EDI commitment – Demonstrates a deep understanding and dedication to equality, diversity, and inclusion within the workplace.	Ability to function well in an environment where bereavement issues are constantly under discussion
Self-motivation, autonomy & team player – Works independently while responding to evolving priorities with agility and will actively contribute to a cohesive and motivated workplace culture.	
Every role serves as an ambassador for our mission, championing the charity and inspiring others to support and engage with our fundraising efforts	
Values-driven approach – Consistently demonstrates behaviours aligned with organisational values.	Working in the charity sector with a passion for the cause.