

# Job Description

<b>Job Title:</b>	Trainer
<b>Location:</b>	Remote in the UK (homebased) with occasional travel (Based in England Wales or Northern Ireland)
<b>Managed by:</b>	Training & Consultancy Manager
<b>Hours:</b>	21 hours/week
<b>Contract:</b>	Permanent
<b>Salary:</b>	FTE: £30,000 per annum (pro-rata £18,000 per annum)

## Job purpose

As the leading bereavement support organisation in the UK, Cruse has over 3500 volunteers who provide direct bereavement support to over 35,000 people a year plus over a million more through our online support information. We also support organisations across England, Wales and Northern Ireland through paid grief awareness webinars and essential bereavement support training in the workplace.

As a trainer at Cruse Bereavement Support, you will play a key role in equipping external partners and organisations with the skills and knowledge to support bereaved individuals. These individuals could include their employees, clients/service users, customers or their wider community. You will play a key role in the continued development of our external training courses and materials and deliver high-quality training, often bespoke to the organisation that has requested the sessions.

This role reports directly into the Training and Consultancy Manager and the work of the function is supported by an External Training Administrator. External Training sits within the wider Partnerships Team, which includes two other income generation functions and is led by the Head of Partnerships.

## About you

### Key responsibilities

#### 1. Training Delivery

- Deliver Cruse training courses to external organisations as scheduled by the External Training team
- Deliver a calendar of public Cruse training courses, which are open to individuals to book a paid place on.

We help people through one of the most painful times in life  
– with bereavement support, information and campaigning.

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- Ensure all training adheres to Cruse's core content while adapting delivery methods to accommodate different organisational requirements, learning styles and accessibility needs
- Motivate and support attendees with their knowledge consolidation and skills practice
- Attend pre course meeting with organisations, when required

## **2. Training Development**

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

## **3. Quality Assurance**

- Support the quality check process with the National Counselling and Psychotherapy society sS Society forfor 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 attendee feedback and/or 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.

<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Experience</b>	
Experience of training/coaching adults	Developing or adapting training content for online learning platforms or Learning Management Systems (LMS)
Understanding and ability to facilitate group sessions to a wide ranging audiences	An appropriate adult teaching-related qualification (Level 3 Award in Education and Training)
Ability to deliver training using video conferencing	
Willingness to be assessed as part of ongoing professional development	
Familiarity with individual learning styles and how to tailor training to different needs	
Varied knowledge and understanding of the different approaches to teaching adults and how to apply them into practice.	
<b>Keys Skills and Expertise</b>	
Strong collaboration skills and ability to learn quickly	
Ability to prioritise, plan and manage a varied workload to deadlines	
Promote and maintain a learning climate, including being able to effectively handle group dynamics in a learning situation	

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Competent IT skills, including Outlook, Word, PowerPoint and video conferencing	
Strong communication skills	
Understanding and application of GDPR policy and procedure	
<b>Key Competencies &amp; Attributes</b>	
<b>Stakeholder Management</b> – establish and maintain relationships across various organisations	
<b>EDI commitment</b> – Demonstrates a deep understanding and dedication to equality, diversity, and inclusion within the workplace.	
<b>Self-motivation, autonomy &amp; team player</b> – Works independently while responding to evolving priorities with agility and will actively contribute to a cohesive and motivated workplace culture.	
<b>Values-driven approach</b> – Consistently demonstrates behaviours aligned with organisational values.	Working in the charity sector with a passion for the cause.