



## **Recruitment Guide for Applicants**

### **Training Coordinator**

Completed application forms must be returned no later than:

**12pm on Friday 24<sup>th</sup> August 2018**

## 1 INTRODUCTION

### Background to the organisation

- 1.1 Association for Real Change (ARC) operates in 4 countries across the UK. We are a membership organisation supporting anyone who is involved in the planning or delivery of support or services for people with a learning disability. ARC Northern Ireland was established in 1999. Our office is located at Wildflower Way, Boucher Road, Belfast BT12 6TA
- 1.2 ARC's strategic aims are as follows:
- to support and develop the continual improvement of practice to help individuals and organisations to reach their full potential.
  - to lead and facilitate conversations, networks and partnerships, which generates new ideas and solutions
  - to champion the voices of providers and people who use services in order to influence change.
- 1.3 ARC NI facilitates training and development opportunities across all levels of social care workforce. Courses include accredited and non-accredited training, meeting both mandatory requirements and continued professional development (CPD) of social care workforce.

The training is provided by both ARC staff and Associate Trainers. This is with a view of offering a breadth of high quality expertise, required to support the demands placed on social care workforce.

In 2017/18, ARC NI delivered over 75 training days to over 900 learners. Locations of training included the ARC office and in-house at service providers request. Courses included Safeguarding Adults; Train the Trainer Medication; Promoting Positive Behaviour.

### Governance / Management Structure

- 1.4 ARC is a registered charity (Charity Reference No. 285575) and a company limited by guarantee, (Company No. 01658354).
- 1.5 ARC's Board of Trustees are responsible for the strategic governance of the organisation and currently comprises 9 individuals. It meets approximately 4 times per year.
- 1.6 The Strategic Leadership Team of ARC UK comprise the following posts:  
UK Managing Director  
England Director  
Northern Ireland Director  
Scotland Director  
UK Finance Manager

## Vision / Values

1.7 Our vision is “*Real change that puts people with a learning disability at the centre of decision-making, and in the heart of their communities.*”

1.8 Our values are:

**We believe that people with learning disabilities:**

- should be listened to, respected and treated equitably
- should be fully included in all decisions that affect them
- should be involved in the planning and delivery of support services
- can become self-advocates and lead real change in their services and communities.

**We believe that those who plan and deliver support for people with learning disabilities:**

- should be supported in developing person-centred values and models of support
- should have access to the knowledge, experience and skills they need to continually learn, reflect and improve what they do
- should be supported to work in partnership with each other, setting aside commercial interests for the benefit of the people they support.

Further information about ARC NI is available on our website.

## **2 JOB DESCRIPTION**

The Training Coordinator will coordinate, administer and deliver ARC NI training and take a key role in managing relationships with customers & Associate Trainers. They will also be responsible for developing and securing new business opportunities.

### **Key Responsibilities:**

#### **Strategic**

- To develop, implement and review the training business plan in line with ARC's Strategy and to meet the changing needs of the sector.
- To establish and maintain a positive working relationship with a range of relevant stakeholders including commissioners; regulators and workforce, and represent ARC in external meetings.
- To monitor and evaluate developing trends in the social care sector that will need to be supported by developing knowledge and skills within the social care workforce.
- To develop appropriate networking relationships that will enhance the job role and the business opportunities available for ARC.

#### **Operational**

- To develop and deliver high quality training to meet the needs of front line staff and managerial roles within social care.
- To manage the Associate Trainer function, including maintaining positive relationships with existing Associates and securing new Associates to broaden expertise and courses offered.
- To develop and maintain strong customer relationships with social care service providers by attending ARC's Workforce Development Group meeting.
- To ensure any risks are identified, responded to promptly and escalated to the NI Director.
- To work with the Director to ensure effective management of the ARC NI's training budget.
- To ensure compliance with awarding and accrediting body requirements, ensuring all necessary evidence of quality processes and systems are in place.

#### **Administrative**

- To undertake an annual Training Needs Analysis with customers from the social care sector.
- To develop an annual training calendar offering a diverse range of courses
- To promote the training through various means, including networking and digital media e.g. website; twitter etc.
- To manage training bookings, monitoring customer uptake and all logistical requirements of training events e.g. catering/venues etc.
- To complete ongoing evaluation of training events and contribute to an annual impact report.
- To support the day to day functioning of the ARC office, including the answering of phones.

**Other requirements**

- To commit to uphold ARC's values, demonstrating them in day to day duties.
- To comply with ARC's policy and practice requirements as outlined in the Staff Handbook including Health & Safety, Adult Safeguarding, Equal Opportunities and other relevant policies and procedures.
- To be accountable to the Northern Ireland Director, positively engaging in supervision and support processes and liaise with other staff as a positive member of the ARC NI team, through team meetings and general day to day working.

This job description is not restrictive and the jobholder may be required to undertake other duties, as directed by the NI Director.

### 3 PERSONNEL SPECIFICATION

This personnel specification indicates the essential and desirable qualifications, experience, skills, abilities, knowledge and values that you require to carry out the duties of this post.

Within the application form, specific examples relating to some of the criteria have been requested. These are identified in the full specification below. We advise that you utilise the section within the application form called 'Additional Information' to address any and all other criteria listed.

When completing the application form it is important to indicate how you meet the criteria, by providing **clear and detailed specific examples (including dates) that relate to your academic, professional, voluntary or personal life**. It will be insufficient to merely duplicate what the criteria states. So, for example, if it asks for your 'ability to' or 'experience of' you will be required to demonstrate your ability or experience by giving detailed specific examples that relate to your academic, professional, voluntary or personal life. **If you fail to do this, you are unlikely to be short-listed for interview.**

The criteria will be further assessed during an interview and will include a task (this may be seen or unseen).

Within its value base ARC recognises that certain individuals with disabilities may not have had the opportunity to achieve certain qualifications, or may be unable to meet other criteria such as possession of a driving licence. If you feel that you, as a person with a disability, have experienced these barriers, we would encourage you to tell us about it and to tell how your other skills and attributes prepare you for this post. This will help us to make any necessary reasonable adjustments and / or positive action measures to the recruitment process.

**3 PERSONNEL SPECIFICATION**

|                  | <b>Essential</b>   | <b>Application</b> |
|------------------|--|--------------------|
| <b>Essential</b> | <ul style="list-style-type: none"> <li>Degree level qualification</li> </ul>   | X                  |
|                  | <ul style="list-style-type: none"> <li>Minimum of three years' experience at a senior level in a Learning &amp; Development role, including management of service; and operational delivery of training</li> </ul> | X                  |
|                  | <ul style="list-style-type: none"> <li>Ability to understand key business issues and influence outcomes to achieve strategic aims and corporate plans in a cost effective way</li> </ul>                           | X                  |
|                  | <ul style="list-style-type: none"> <li>Ability to provide Learning &amp; Development solutions with confidence</li> <li>Reliability to deliver results without compromising standards/quality</li> </ul>           | X                  |
|                  | <ul style="list-style-type: none"> <li>Excellent written and oral communication skills</li> </ul>  | X                  |
|                  | <ul style="list-style-type: none"> <li>Excellent understanding and application of monitoring and evaluation processes, to quality assure products</li> </ul>   |                    |
|                  | <ul style="list-style-type: none"> <li>Excellent interpersonal and stakeholder management skills</li> </ul>  |                    |
|                  | <ul style="list-style-type: none"> <li>Work on own initiative and as part of a team</li> </ul>   |                    |
|                  | <ul style="list-style-type: none"> <li>Proficient in Microsoft Outlook and Office, specifically Word, Excel and Powerpoint</li> </ul>  |                    |
|                  | <ul style="list-style-type: none"> <li>Qualification pathways for Health &amp; Social Care staff, including Mandatory and Continued Professional Development (CPD) opportunities</li> </ul>                        | X                  |
|                  | <ul style="list-style-type: none"> <li>Values, ethics and skills essential to social care practice</li> </ul>  | X                  |
|                  | <ul style="list-style-type: none"> <li>Travel within Northern Ireland and to other locations in the UK as required</li> </ul>  | X                  |
|                  | <ul style="list-style-type: none"> <li>Full current driving licence with access to a car for work purposes</li> </ul>  | X                  |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>CIPD membership (or in progress of)</li> </ul>  |                    |
|                  | <ul style="list-style-type: none"> <li>Minimum of one year's experience of supervising / managing people</li> </ul>  |                    |
|                  | <ul style="list-style-type: none"> <li>Budget management skills</li> </ul>   |                    |
|                  | <ul style="list-style-type: none"> <li>Knowledge of the NISCC standards and Department of Health legislation and standards relating to regulatory framework requirements of social care providers.</li> </ul>      |                    |

#### 4 TERMS & CONDITIONS

The post is offered as a one-year contract with the possibility of extension. A summary of the terms and conditions of employment is given below.

**Salary:** £24,964 – £30,152 pa (pro rata) paid on the 27<sup>th</sup> of each month. Salary point will be determined by relevant experience.

**Hours of work:** 21 hours per week. The working pattern will be agreed with the post-holder but is likely to include 2 set full days. Furthermore, because of the nature of the work the post holder must be prepared on occasions to work additional and/or unsociable hours. Hours worked in excess of normal paid hours will entitle the post holder to Time Off In Lieu.

**Location:** The position is based within ARC NI's office, currently situated Wildflower Way, Boucher Road, Belfast BT12 6TA. Occasions to home work can be made available where appropriate. The post holder will also be required to travel across Northern Ireland on the organisation's business.

**Leave Entitlement:** 25 days per annum plus 12 statutory days (pro rata). The leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> March.

**Pension:** If eligible (based on your age and earnings at the end of the pay period), you will be automatically enrolled in a pension scheme provided by ARC. If you would like to opt out, please contact the HR Department. ARC will contribute 5% of your salary to the auto-enrolment scheme which is dependent upon you making a personal contribution of your basic salary, which is deducted from salary.

**Other:** Other conditions of service will be those applying to employees of ARC as outlined in ARC's Staff Handbook.

**Probationary Period:** On commencement of employment with ARC all staff are required to complete a "probationary period", usually 6 months. Confirmation in post depends on achieving the required standard in a range of topics including performance, attendance, training and behaviour.

**Declaration:** ARC is an equal opportunities employer and welcomes applications from all sections of the community.

The organisation operates a no smoking policy in all its premises. This includes all forms of e-cigarettes.



## 5 **GUIDANCE ON COMPLETING THE APPLICATION FORM**

### **Application Form**

- 5.1 You must complete the application form fully and accurately. Please ensure that when completing the application form you use a minimum font size of Arial 12.
- 5.2 It is your responsibility to ensure that sufficient information is given on the application form to enable the short-listing panel to assess your suitability for the post. It is important that you tell us how you think you meet the criteria listed on the personnel specification, as we are unable to make assumptions.
- 5.3 Applications will only be accepted using the proper application form so that the same type of information is received from all applicants. **Attached CVs will not be considered**, either in lieu of the application form or in conjunction with it.
- (a) **If your disability precludes you from completing this form** please contact Stephen Walker, for alternative arrangements and/or reasonable adjustments to be made. Phone 028 9038 0962 or email [stephen.walker@arcuk.org.uk](mailto:stephen.walker@arcuk.org.uk)
- 5.4 Section 8 is a declaration requiring a signature. If you are returning your application via email, you can either print section 8, sign and scan. If this is not an option available to you, and you are shortlisted, you will be asked to sign your application on the interview day.
- 5.5 Section 9 requests information we require for equal opportunities monitoring.
- (a) ARC is an equal opportunities employer and undertakes to apply objective criteria to assess merit and ability. It aims to ensure that no job applicant, employee or worker receives less favourable treatment on the grounds of race, colour, national or ethnic origins, sex, sexual orientation or perceived sexuality, gender reassignment, marital status, disability, membership or non-membership of trade union, “spent convictions” of ex-offenders, class, age, politics, religion or belief.
- (b) To help ensure that we are meeting our obligations ARC monitors the composition of groups such as staff, volunteers and people supported on a regular basis. This monitoring helps to identify if any of our policies, procedures or activities are operating to the detriment of any particular grouping within our diverse society.
- (c) We are therefore asking for your help in providing us with the information we need by completing this section of the application form, the sub-sections of which are set out in alphabetical order.

- (d) ARC recognises that the information it is seeking is of a sensitive nature and gives the following assurances that it will be:
- treated in confidence and in accordance with data protection legislation
  - confidentially stored with access strictly controlled
  - used only for statistical analysis in relation to equal opportunities monitoring and individuals will not be identified.
- (f) **The information provided on this section of the application form will not be shown to the selection panel.** It will be removed from the rest of the application form by the managing Administrator. All returns for this recruitment will be collated, and amalgamate statistics will be stated within a summary post-recruitment report. This report will be protected, access restricted and used strictly in line with good practice procedures. Once the information has been transferred the written information contained in this section of the application will be confidentially destroyed.

5.6 Any information provided will be treated in the strictest confidence. However in the event of a complaint to a statutory body we may have to comply with a legal direction and release your application form.

### **Returning Your Application & Monitoring Form**

- 5.7 It is your responsibility to ensure that the application form is returned by the closing date and time. This is Friday 24<sup>th</sup> August 2018 at 12pm. Application forms received after this will not be accepted.
- 5.8 Completed applications can be returned using either of the following methods:
- (a) By Post or Hand to: Stephen Walker  
ARC NI, Wildflower Way  
Boucher Road, Belfast  
BT12 6TA
- (b) By Email to: [stephen.walker@arcuk.org.uk](mailto:stephen.walker@arcuk.org.uk)
- 5.9 If returning completed applications by email the candidate should do so by “read / receipt”. If they have not received a “read / receipt notification” within 2 days they should telephone Stephen Walker on (028) 9038 0962.
- 5.10 Completed applications **will not** be accepted by fax.

### **Recruitment Dates**

5.11 The following timetable has been set with regards to this vacancy:

Ref: TC – 08.18

- Short-listing W/c 27<sup>th</sup> August 2018
- Interview 10<sup>th</sup> September 2018

**NB: These dates may be subject to change**