



Candidate Information

Training Officer – TO-11-21

June 2021



Lexcel



Background Information

LCNI is a regional not-for-profit that works for social justice in Northern Ireland. LCNI is a finalist in the [2021 Legal Aid Lawyer of the Year Awards](#) in the Legal Aid Firm/Not-for-Profit category. Established in 1977 as a community law centre for the Belfast area, LCNI expanded its services in the 1990s to cover the whole region.

As a regional second-tier referral agency for the advice sector, we support the sector through advice, training and webinars, Adviser Network Meetings, Annual Conference and Social Justice Lecture and legal information resources. We also provide assistance to the public in areas of social welfare law. We seek to influence policy makers in NI with evidence drawn from our clients' experience of the law. We work in partnership across the voluntary sector in NI to advocate for progressive social change.

LCNI is Lexcel-accredited. LCNI is registered with the Charity Commission NI and is governed by a Board/Management Committee, all of whom give their time and expertise freely in support of LCNI's mission.

You can read about our vision, mission and values in our [current Strategic Plan 2019 – 2021](#).

Candidate Information

We are looking for a committed, enthusiastic and skilled training professional to join us. You will deliver high-quality training and professional learning services that support the sector to sustain quality advice services across Northern Ireland.

Thank you for your interest in this post and our work. For more information and to download the application and monitoring form, please visit <https://www.lawcentreni.org/careers>

- **Closing date for receipt of applications: 12.00 noon on Monday 26 July 2021**
- **Anticipated interview dates: w/c 9 August 2021**

General Candidate Information

This is a permanent post at LCNI, subject to ongoing funding. The post may be filled by secondment of the successful candidate from their current post for a duration to be agreed by all parties and on LCNI terms. LCNI will also consider requests for flexible working arrangements.

A reserve list may be drawn up from this competition for a period of up to one year.

Holiday entitlement is 24 days annually, building to a maximum of 30 days. This is in addition to 14 statutory and other days. The leave year runs from April – March. The successful candidate will be subject to a probationary period of 6 months which may be extended in accordance with LCNI policy.

For other information, please contact our recruitment partners, Heads Together, at recruit@headstogether.com

Application Process

Please note the following important information about the application process:

- Please complete the application form fully. CVs are not accepted;
- Please ensure that you give examples that demonstrate how you satisfy the relevant criteria, including relevant dates;
- Please ensure that you remain within the word limit specified. Any excess will be disregarded by the panel;
- Please return your application form as a Word Document by email to the email address specified in the application form;
- Applications received after the closing date will not be considered.

Role Description

Job Title	Training Officer (TO-11-21)
Job Purpose	This post supports the Law Centre's mission through provision of high quality training and professional development services to the sector across NI. The post-holder will have lead responsibility for developing, delivering, marketing and managing high quality training services that meet the needs of generalist advisers, Law Centre (LCNI) members and others.
Location	LCNI is based in Belfast but owing to public health advice, staff are currently working remotely
Salary	NJC SO2 (£29,055 - £30,756) commencing at £29,055 + 3% employer pension contribution.
Post	Full-time (35 hours per week), permanent
Reports to	Organisational Development Manager (under review)
Key functional links	Senior Solicitor; Head of Social Security; Head of Employment; Head of Immigration; Financial Controller; Senior Research and Policy Officer; Quality Officer; Legal Information Resources Officer; Communications Officer.
Contact with	Law Centre staff; Law Centre members; Frontline advice organisations and other relevant organisations; Associate trainers; Relevant organisational sub-committees; Media; Elected representatives; Policy makers and other external stakeholders; Other appropriate individuals and organisations.

MAIN DUTIES

1.0 TRAINING & PROFESSIONAL DEVELOPMENT

- 1.1 Continuously develop and deliver high quality training and professional development services that supports the quality of advice services in Northern Ireland and ensure that LCNI's training and professional development offer is responsive to new and emerging needs of local generalist advisers, Law Centre members and others;
- 1.2 Deliver and assess LCNI's certificate courses in accordance with accreditation standards, securing appropriate accreditation for new

- LCNI training and ensuring LCNI training is evaluated and accredited to appropriate quality standards;
- 1.3 Ensure LCNI training and professional development products are available in a range of delivery options that support learner needs;
 - 1.4 Work with colleagues to identify the training needs of advisers, members and others;
 - 1.5 Produce LCNI's training programmes and other training documents;
 - 1.6 Build, develop and manage the LCNI's panel of associate trainers;
 - 1.7 Manage and quality assure the delivery of training and professional development services by other staff and associate trainers;
 - 1.8 Develop effective outcome measurements for training and provide management information reports in relation to training and professional development services;
 - 1.9 Build support for LCNI training and professional development services;
 - 1.10 Agree income generation targets for LCNI training, be responsible for ensuring these targets are met and identify and generate new income streams from LCNI's training and professional development services;
 - 1.11 Maintain and develop LCNI's staff learning and development plan and source appropriate training as required;
 - 1.12 Lead the organisation of LCNI's *Annual Social Security Law & Practice Conference* and represent LCNI at appropriate seminars, conferences and meetings with key stakeholders as required.

2.0 PUBLIC LEGAL EDUCATION

- 2.1 Contribute to public legal information resources and ensure these are effectively reflected in LCNI training activities.

3.0 POLICY & COMMUNICATIONS

- 3.1 Identify law, policy and practice issues arising from LCNI training work and ensure these are communicated effectively with LCNI's policy specialists for progression;
- 3.2 Effectively profile and market the organisation's training and professional development products, including through social media and website.

4.0 MEMBERSHIP & STAKEHOLDER DEVELOPMENT

- 4.1 Contribute to LCNI's Social Security Adviser Network Meetings;
- 4.2 Build and maintain effective relationships with LCNI members and other external stakeholders in support of the organisational mission.

5.0 DEVELOPING SELF/PROFESSIONAL DEVELOPMENT

- 5.1 Plan and organise workload, monitoring and reporting on work performance;

- 5.2 Maintain and develop expertise necessary to effectively deliver LCNI training, identifying training and professional development needs, including CPD requirements, in consultation with line manager and sourcing appropriate support.

6.0 OTHER DUTIES

- 6.1 Act as ambassador for LCNI, upholding its public image in its training work;
- 6.2 Act in accordance with the agreed values of the organisation;
- 6.3 Ensure the policies and procedures of the organisation are observed;
- 6.4 Available to work outside standard business hours occasionally to meet the demands of the role;
- 6.5 Undertake relevant administrative duties in the performance of the above;
- 6.6 Undertake such other duties as may be required from time to time.

***Note:** this Role Description will be subject to review from time to time in line with the changing needs of the organisation.

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PERSON SPECIFICATION

Training Officer (TO-11-21)

	Essential	Desirable
Knowledge, Qualifications & Experience	<p>*E1 Degree OR other appropriate qualification relating to training</p> <p>* E2 Minimum of 2 years' experience of developing, delivering and managing training services in an organisation, including experience of:</p> <ul style="list-style-type: none"> ✦ Developing, delivering and evaluating training in a professional environment and in accordance with relevant quality standards; ✦ Undertaking training needs analysis and developing appropriate training responses; ✦ Demonstrating innovation in development of training services; ✦ Producing high quality training materials, including online; ✦ Supporting others to deliver quality training. 	<p>D1 Professional training qualification;</p> <p>D2 Experience of assessing training coursework in accordance with quality standards;</p> <p>D3 Experience of delivering training on welfare rights;</p> <p>D4 Experience of developing online training programmes;</p> <p>D5 Experience of producing timely and accurate management information about training services;</p> <p>D6 Experience of identifying and securing external quality standard accreditation for professional training programmes;</p> <p>D7 Experience of working in a membership organisation and understanding of members' needs.</p>
	<ul style="list-style-type: none"> ✦ Identifying and generating income opportunities from training activity, including in response to new developments. 	

Skills & Attributes	<p>E3 Excellent training skills</p> <p>E4 Ability to absorb and accurately present complex information in writing and orally in a manner that is accessible and appropriate to learners</p> <p>*E5 Excellent customer service skills</p> <p>*E6 Ability to effectively manage time and resources with excellent IT skills such as to be administratively self-supporting</p> <p>E7 Ability to work independently and as part of a team to achieve the organisation's objectives</p> <p>E8 Self-motivated and open to self-reflection and growth</p>	
Commitment	<p>*E9 Commitment to the aims of the Law Centre</p> <p>*E10 Commitment to collaborative working, knowledge sharing and ongoing professional development</p>	
Circumstances	<p>*E11 Available for occasional out of hours work in accordance with the requirements of the post</p> <p>*E12 Willingness to travel throughout Northern Ireland as required.</p>	

*will be assessed at initial sift