

Job Description

Trainer

GROWTH & PARTNERSHIPS

Our mission is to build strong, inclusive, and respectful partnerships across Surrey that empower unpaid carers, increase engagement and strengthen community support. Guided by our values of **Focus, Inclusion, Respect,** and **Excellence,** we lead the development and delivery of impactful training programmes, strategic partnership engagement, and accreditation schemes across Surrey. Through these initiatives, we raise awareness, foster collaboration, and ensure unpaid carers are recognised, supported, and valued within their communities.

KEY INFORMATION

Post:	Trainer
Pay Banding:	Band E: £31,517 – £32,493
Hours & Location:	Astolat – with opportunity for hybrid working. Working hours within Community & Partnerships service delivery hours. Flexibility will be required to meet the needs of carers and the evolving needs of the organisation (evening & weekend).
Responsible to:	Community & Partnerships Manager

ROLE OVERVIEW

The Trainer is responsible for creating and delivering high-quality training and development programmes for unpaid carers, professionals in the Education, Health & Social care sectors, and for corporate partners. This role is key to empowering carers with knowledge about their rights, and upskilling professionals and businesses to better support carers. The Trainer will also facilitate 'train the trainer' sessions to build capacity and extend the reach of the service's educational mission.

KEY RESPONSIBILITIES

- Design, develop, and deliver engaging training programmes for various audiences, drawing on experience and professional knowledge of professionals from across the organisation and externally.
- Adapt training to meet needs of different groups e.g. shorter bite-size sessions for time-poor health professionals.
- Design and deliver a suite of training for Carers including the 'Carer Empowerment and Rights Programme'
- Deliver specialised training programmes for the Education, Health and Social Care professionals
- Facilitate 'train the trainer' sessions to build a network of knowledgeable advocates.
- Provide in-house training programmes as required including co-ordinating the cross-team training module, in partnership with the People and Culture Team.
- Create high-quality, accessible training materials and resources for in-person, on-line and digital delivery.
- Evaluate the effectiveness of training sessions and adapt content based on feedback.
- Take responsibility and ownership of your area of work including your own training and development to make sure you can deliver excellence.
- Work across the organisation on projects and support organisation-wide events and activities.

PERSON SPECIFICATION – EXPERIENCE, KNOWLEDGE & SKILLS

Essential

Essential Experience

- Proven experience in designing and delivering training to adult learners
- Experience in developing inclusive and accessible training materials for diverse audiences
- Experience in evaluating training effectiveness and adapting approaches based on feedback and outcomes.

Essential Knowledge

- Strong understanding of adult learning principles and training methodologies.
- Sound knowledge of safeguarding principles and procedures, with the ability to embed these into training content.
- Awareness of barriers faced by unpaid carers and the importance of inclusive practice in community engagement.

Essential Skills

- Excellent presentation, facilitation, and group management skills.
- Ability to communicate clearly and effectively with a wide range of stakeholders.
- Strong interpersonal skills, with the ability to build trust and rapport.
- Competence in creating engaging and accessible training resources using digital tools and formats.
- Demonstrate a thorough understanding of health and safety procedures
- Ability to proactively identify and manage risks to ensure a safe environment for all participants
- Ability to work independently and collaboratively within a team.
- A formal training qualification (e.g., PTLLS/AET) or a commitment to achieve this within the first 6 months of employment.
- Full UK driving licence and access to a vehicle.

Desirable

- Knowledge of The Care Act and the rights of unpaid carers.
- Experience delivering training to health, social care, or education professionals.