

Job Description

Our Mission

Mission: We are passionate about the transformative power of training, promoting equity of learning through expert, tailored, engaging and values-led training solutions.

Vision: We want to lead the way in revolutionising frontline services, through collaboration and community, to create a national standard of high-quality values-led training.

Our Values

Integrity | Excellence | Fairness | Collaboration | Innovation

Role Details

Job Title	Learning & Development Facilitator		
Report to:	Delivery Manager		
Weekly Hours	24	Salary	£30,000 - £31,500 (FTE, Pro rata)
Job Type	Permanent	Location	Remote, with travel required for training, meetings, team days

Main Duties

Job Overview

As a Learning and Development Facilitator, you will help shape, tailor and deliver high-quality training that reflects our Training 4 Influence methodology, values and quality standards.

You will lead and support the development of practical, engaging training materials that respond to client and learner needs, while also helping facilitators across our Mighty Networks community access clear guidance, shared standards and examples of excellent practice. Around two-thirds of your time will be spent delivering live online or face-to-face training.

This role offers the opportunity to combine facilitation, training design, community development and continuous improvement, while helping facilitators feel confident, supported and clear about the standards we work to.

Key Responsibilities

Training Design and Development:

- Lead the design, development and tailoring of training materials in line with the Training 4 Influence methodology, ensuring all content reflects our values, standards and approach to high-quality learning.
- Work collaboratively with the training team and subject specialists to review, update and improve materials, drawing on best practice, learner feedback and sector developments.
- Tailor content to meet the specific needs of clients and diverse learner groups, while maintaining consistency with our methodology, quality expectations and core training standards.

Delivery of Training Sessions:

- Facilitate a minimum 50 full-day training sessions per year, both in-person and live online.
- Ensure that around two-thirds of your time is spent delivering live online or face-to-face sessions.
- Employ the Training 4 Influence methodology to enhance learning experiences and encourage participant interaction.
- Utilise a variety of teaching methods to accommodate different learning styles.

Evaluation and Feedback:

- Monitor and assess the effectiveness of training sessions through delegate feedback, customer feedback and regular reporting to the Delivery Manager and Partnerships and Delivery Lead.
- Identify areas for improvement and work towards enhancing training delivery.
- Work with the Delivery Manager to identify feedback themes and agree practical actions that improve future training design, tailoring and delivery.

Stakeholder Engagement:

- Actively promote good practice across the facilitator community, sharing guidance, resources and examples that support consistent, high-quality design, tailoring and delivery.
- Lead and nurture our online facilitator community on Mighty Networks, ensuring facilitators have clear guidance, shared standards and opportunities to learn from each other.
- Support facilitators to understand, achieve and maintain expected standards in training design, tailoring and delivery.

Continuous Professional Development:

- Stay updated on industry trends, research, and developments in health and social care training.
- Participate in professional development activities to enhance personal facilitation skills.

This job description is not exhaustive and may change as the needs of the organisation evolve.

Person Specification

Required Skills and Experience
• Experience of delivering high-quality training sessions both in person and live online. • Training 4 Influence qualified facilitator, or willingness to complete the course, with confidence or interest in developing courses to the methodology standards. • Excellent communication and interpersonal skills, with the ability to effectively engage stakeholders. • Ability to create clear guidance, standards and resources that help others design, tailor and deliver high-quality training. • Strong organisational and time management skills, with the ability to prioritise tasks and meet deadlines. • Demonstrated ability to work collaboratively in a team environment and build positive relationships with others. • Strong problem-solving and decision-making skills, with the ability to adapt to changing circumstances and resolve conflicts effectively. • Resilient with capacity to work accurately, under pressure and to meet deadlines • Flexible, able to adapt to change with a willingness to learn • Ability to maintain confidentiality at all times. • Ability to engage and motivate diverse groups of learners. • Strong organisational skills and attention to detail. • Proficiency in using digital training tools and platforms, including Microsoft 365 and associated apps. • Confident in using online community platforms, such as Mighty Networks, to share guidance, promote good practice and support facilitator development. • Confident completing general administration tasks, including email communication and document creation, to support smooth training delivery and team coordination.
Desirable Skills and Experience
• Experience delivering in at least two of our key areas of delivery, such as Safeguarding, Diversity, Equality and Inclusion, Frontline Skills or Domestic Abuse, or relevant personal or professional experience that would support you to learn and deliver in these areas.