**The Forward Trust Job Description**

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| **Position Title** | Learning and Development Facilitator | **Reports to** | Learning and Development Lead |

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| **Introducing Forward Trust** |

We are Forward, the social justice charity that empowers people to break the cycle of crime or addiction to move forward with their lives. For more than 30 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

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| **Purpose of the Job** |

We are on the search for a creative and proactive Learning and Development Specialist who will join our HR Learning and Development team.

Reporting to HR Learning and Development Lead. The purpose of this role is to provide support with development programmes, training initiatives, and carrying out administration duties.

The Learning and Development (L&D) Facilitator plays a key role in enhancing the skills and capabilities of our employees by coordinating and implementing effective training programs.

This role supports the planning, organisation, and execution of L&D initiatives, ensuring that employees have the necessary tools and knowledge to excel in their roles and contribute to the company’s overall success.

The L&D Facilitator works closely with internal teams to deliver engaging and impactful learning experiences, tracks training progress, and provides administrative support for all L&D activities.

You will be responsible for creating and delivering engaging content to our employees across the business, and you will play a key role in driving forward our Equality, Diversity, and Inclusion training through learning programs working closely with our EDI Co-ordinator.

The role also comes with administration responsibilities, and you will be responsible for scheduling courses and working on our learning management system (LMS).

Through continuous learning and development efforts, this position aims to foster a culture of growth, development, and employee engagement within the organisation.

This role is a hybrid role and there will be an expectation to travel to London once or twice a month, which is inclusive of your salary. If you are required to travel further, then this will be covered by expenses. The role is offered on a part-time basis of 28 hours over 4 days a week, this will be open to discussion.

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| **Principal Accountabilities** |

* Support the L&D lead with the design, development, and execution of employee training and development programs.
* Facilitate engaging, proactive training sessions, ensuring that they are tailored to the needs of managers and other employees across the organisation.
* Deliver training in a way that fosters interaction, discussion, and active participation, group exercises and multimedia tools.
* Utilise internal subject matter experts to maximise our output within the organisation
* Collect feedback from participants to assess the effectiveness of training and continuously refine content and delivery methods.
* Assist with various learning and development projects and initiatives, including onboarding, leadership development, and any other employee development activities as required.
* Be the first port of call for any L&D queries across the business
* Managing our learning portal, uploading training dates, scheduling courses, and pulling off reports for the business.
* Schedule attendees for courses
* Signpost employees and managers to training and development opportunities.
* Support managers and employees with using the systems.
* Set up new starters with log-in and support with any navigation of the system.
* Carry out all tasks with professionalism and follow Forward’s policies and values, particularly those on Equal Opportunity and Confidentiality.
* Take part in regular meetings within the function to share information and contribute in a positive, proactive way.
* Work well as part of a team while managing and prioritising your workload
* Take on other reasonable tasks and responsibilities as deemed appropriate by your line manager

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| **Person Specification** |

**Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.**

**Skills, Experience and Knowledge**

**Essential**

* Experience designing and delivering engaging training sessions, especially for managerial audiences
* Strong communication and presentation skills with the ability to engage participants at different levels
* Creative approach to content creation and training delivery, ensuring a dynamic and interactive experience
* Experienced in delivering training in a Face-to-Face setting and virtually.
* Understanding of diversity and inclusion and the ability to promote these values through learning and development activities
* Ability to work independently and prioritise tasks effectively
* Strong organisational skills and attention to detail
* The ability to organise and prioritise workloads effectively.
* Comfortable in using a Learning Management System (LMS), e-learning tools, and other technology to design, deliver, and track learning programmes, and an understanding of Ms Office 365
* Experience in developing pre-coursework documentation guides for training
* Previous experience in a similar L&D role, with a track record of successfully implementing training courses.
* Ability to think creatively to design engaging and impactful training solutions.
* Comfortable with experimenting and trying new approaches to make learning more interactive, enjoyable, and effective.

**Desirable**

* Knowledge and understanding of the drug and alcohol field
* Previous experience of working in the not-for-profit sector

**Qualifications**

**Desirable**

* Certificate in AET Level 3
* Level 3 or Level 5 Certificate in Learning and Development CIPD or a willingness to work towards.