

Role Description

Regional Client Advisor / Trainer

Role(s): We are looking to recruit one or more excellent people to support our current clients and new users in a wide range of sectors to implement the Outcomes Star, through provision of training and ongoing support

About the organisation

Triangle is a values-based Social Enterprise with a vision of a society in which people are enabled to thrive. We help homelessness, health, and social care providers improve services by creating engaging visual tools and promoting collaborative ways of working. We help to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars.

The Star has proved very popular and is now widely used in the UK and Republic of Ireland by charities, social enterprises and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families and substance misuse. It is also being used internationally, with a particularly strong presence in Australia.

For more information see www.outcomesstar.org.uk.

About the role(s): The Outcomes Star touches many aspects of service delivery, from interactions with clients and practitioner skills to supervision and strategic decisions. The process of implementation can support positive organisational change, but needs time and appropriate attention.

Our regional client advisors and trainers are a critical part of how we support clients, through building relationships, delivering training, supporting and practically helping clients to use the Star well.

We are looking for candidates who can contribute to the achievement of our organisation's **outcomes below:**

1. Triangle's clients are provided with advice and supported to make the best possible use of the Star:
 - a. The post holder(s) will train and support practitioners to use the Star effectively with their service users
 - b. You will work with managers to encourage them to use the Star data, understand the service strengths and identify any need for improvements. You will advise managers how to maintain quality use of the Star after training
2. Where organisations choose to have internal 'licensed trainers' they are enabled to provide internal support for their colleagues:
 - a. The post holder(s) will help trainers access high quality training
 - b. You will offer support to the trainers appropriate to their need and provided in a flexible way
 - c. You will will help trainers access a range of resources to support their internal training
3. Triangle is developing new products and approaches as it learns from its clients:
 - a. The post holder(s) will inform their Triangle colleagues on how clients are using the Star and the learning achieved
 - b. You will contribute new ideas and support the development of new training, approaches and tools
4. Triangle is developing as a Social Enterprise:
 - a. The post holder(s) will build positive relationships with clients creating opportunities to further develop the use of the Star, form partnerships and collaborate on new resources
 - b. You will take an active part in marketing the Outcomes Star by representing Triangle at conferences, webinars and other events to share our mission and values with others in the sectors

Main tasks

1. In conjunction with the Implementation Manager, you will support clients to implement the Star effectively through:
 - a. Initial contact with clients
 - b. Putting together the best mix of training, support etc in an initial costed quote/proposal
 - c. Delivering training, both remotely and face to face, to the extent that this is permitted and safe, or coordinating others to do so
 - d. Developing ongoing relationships with clients where they welcome this, including:
 - i. Reviewing implementation options and plans
 - ii. Using our other tools to support clients implement the Star well throughout their organisation
 - iii. Helping clients make the most of data they generate
 - iv. Providing ongoing support and keeping in touch
2. Liaise with other Triangle staff to ensure that our clients experience a coordinated and consistent approach
3. In conjunction with the training team:
 - a. Deliver training to clients including the Core Course, Licensed Trainer Course and other sessions as agreed
 - b. Provide flexible support to licensed trainers through development days, email, phone, virtual meetings
 - c. Contribute to the development of new courses and resources
4. Respond to new enquiries by phone and email. Deliver presentations about the Star, as needed, both in person and online using Zoom and other relevant platforms
5. Where applicable, support clients to set up and use our accessible web application - the Star Online - in coordination with the Star Online help desk
6. Support Triangle colleagues with specific projects related to using the Star in practice
7. Taking an active part in telling people about the Star and supporting broader dissemination of information to potential clients
8. Support the development of new Stars taking a lead on client relationships and implementation
9. Identify and share opportunities for improving what we do, for new business, new Stars etc
10. Contribute to development of new internal systems, training and approaches and other tasks as needed
11. Keep records of interactions with clients up to date and accurate on Salesforce

Person Specification

Essential

- Practice experience in one of the main service sectors where the Star is widely used, for example; family and children's services, mental health, homelessness or employability
- Consultancy, account management or client based experience, preferably including supporting organisations through change
- Able to make clear and engaging presentations
- Clear and effective communication and interpersonal skills with staff working at all levels of an organisation
- Experience, qualifications and/or skills in delivering training
- Ability to work well both independently and as part of a team
- Be organised and able to prioritise competing pressures
- Ability to learn quickly and contribute to others learning

- Commitment to delivering a high quality service
- Track record of being responsive to needs and as a problem solver
- Good IT skills and able to keep on top of emails and work on the move

Desirable

- Experience of using the Outcomes Star from a management or practitioner perspective
- Ability to put together proposals for clients
- Interest and experience in using outcomes data to promote organisational change

Triangle is committed to supporting staff to reach their highest potential and there may be opportunities for development as the organisation continues to grow.

Location

The majority of our team of 22 are based in our Brighton & Hove office. We have a second office in Buxton and a number of our team are home based, covering the United Kingdom and working regionally.

As our clients are located across the country, there is a requirement for our staff to travel to deliver training and meet face to face, once this is permitted again and safe in the context of the Covid-19 pandemic. All travel expenses are paid for and we have a policy around travel, TOIL and flexible working. If you would like to view any policies please contact us.

The extent of travel varies depending on demand for training, client face to face and internal meetings. We endeavour to use trainers who live nearest to clients and have the benefit of our regional approach but there is an expectation that the post holder will be able to travel around their region with occasional overnight stays. We also deliver training remotely due to physical distancing measures.

Reporting to: Implementation Manager

Terms and conditions

We are recruiting for one or more permanent role(s). We welcome applicants who wish to work either full-time or part-time and are also open to working with associates on a contract or freelance basis.

The successful candidate will be expected to work from home

Current salary for these posts is in excess of £30,000 per annum, depending on experience (for full time workers i.e. 35 hours per week).

Benefits

- Mac and iPhone
- Childcare vouchers
- Generous Pension scheme, flexible working arrangements available
- 25 days' annual leave plus bank holidays (pro rata)

Deadline for applications: Monday 24th August

Interview: To be arranged week commencing 14th September and week commencing 21st September using Zoom.

STRICTLY NO AGENCIES.

Triangle Consulting Social Enterprise, July 2020