

## Job Description

# Trainer and Implementation Lead (Account Manager) South Central England

### 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 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](http://www.outcomesstar.org.uk).

### The role

The Outcomes Star touches many aspects of service delivery, from interactions with clients and worker skills to supervision and strategic decisions. Facilitating learning through training is a key aspect of Triangle's work as it is essential to the effective implementation of the Star. This is then followed by a process of implementation support to help embed the best Star use possible.

Supporting implementation with some larger or more complex clients is crucial to ensure that the Star is embedded in practice and used well across the organisation. This is achieved through building relationships, delivering training, supporting and practically helping clients to use the Star well.

We are looking to recruit a bright, enthusiastic person to join our friendly and dynamic team at the cutting edge of thinking and practice in supporting and measuring service user change. The position is based in South Central England. (i.e. covering Bedford, Berkshire, Buckinghamshire, Hertfordshire, Herefordshire, Oxford, Worcestershire and Warwickshire)

The successful applicant will be working from home with regular travel.

### Outcomes to be achieved

- Triangle clients are making the best possible use of the Star:
  - Their workers are well trained, through access to high quality training
  - Their workers use the Star effectively with service users to help them understand what they need and to achieve positive changes in their lives
  - Their managers use the valuable data the Star can generate (when used well) to understand the service strengths and identify any areas for improvement
  - They are using the right Star version, and the Star is an appropriate tool for them
  - They have a clear understanding of the best packages of licences and training for them and are supported to make sustainable and appropriate choices

- Where organisations choose to have internal ‘Licensed Trainers’ they are enabled to offer high quality training and support for their colleagues:
  - Their trainers are well trained through our training for trainers option
  - They access and use relevant support and training updates from Triangle
  - They access and use a range of resources to support their internal training
  - They access and use the CPD opportunities offered through their relationship with Triangle
- Triangle colleagues are supported to develop and provide bespoke learning opportunities for clients, their workers, managers, and trainers.

## Main Tasks

### Training

The key focus of this role, taking up to 60% of the time, is working as a key member of the training team to:

- Lead on development and maintenance of our e-learning/digital learning offer.
- Facilitate high quality learning through training, on average 2 days a week. This will, in the main, be delivering the core training course (Introductory training for workers) but will also include some follow-on training, (for example, we also deliver courses such as ‘Managing Difficult Conversations, ‘Action Planning’ and a ‘Keyworker Course’.) There will be opportunity to deliver our Train the Trainer programme.
- Together with colleagues from the training and implementation teams provide flexible support to Licensed Trainers through development days, email, phone, virtual meetings.
- Together with colleagues from across the organisation contribute to the development of new courses and resources in response to our internal learning and requests from clients, Licensed Trainers, and colleagues.
- Signpost clients to further support within Triangle.
- Keep accurate records of training delivered.

It is not expected that clients trained by the post holder as part of their training teamwork will go on to receive ongoing support from the post holder. In most cases these will be smaller clients who will receive light touch support from our Client Services team or from other Implementation Leads.

### Implementation Support

In addition to the tasks in the trainer role the post holder will also hold a small caseload of larger or strategically important clients who warrant additional Implementation Support and a significant ongoing relationship. The post holder will be part of the team of Implementation Leads across the UK and this role will take up 40% of their time. The additional tasks will include:

- Supporting larger, complex or strategically important clients in whatever ways are needed to implement the Star effectively. Including the following:
  - Initial contact with new larger clients by phone, email and meetings and deliver presentations/workshops often aimed at Managers.
  - Putting together the best mix of training, support etc in an initial costed quote/proposal
  - Delivering training where appropriate
  - Developing ongoing relationships with clients, offering regular Implementation Support which will often involve looking at their Star Data.
- Identify and share opportunities for improving what we do to promote new business, new Stars and improve implementation support.
- Where needed, support clients to set up and use our accessible web application - the Star Online - in coordination with the Star Online Support desk.
- Keep records of interactions with clients up to date and accurate in our client management system

## The Person Specification

**Essential criteria:** the person in this roll will:

- Be an experienced trainer, preferably with training qualifications
- Have consultancy, account management or client-based experience, preferably including supporting organisations through change
- Be able to work on their own initiative and be self-motivated
- Have well developed interpersonal skills, able to work well independently and as part of a small team
- Learn quickly, be adaptable, flexible and able to respond to varied and sometimes challenging training situations
- Have experience of working with social care, housing, health or similar sectors
- Have clear and effective communication and interpersonal skills with staff working at all levels of our client organisations
- Have a track record of being responsive to needs and as a problem solver
- Be organised and able to prioritise competing pressures
- Have a commitment to delivering a high-quality service
- Have good IT skills and be able to keep on top of emails and work on the move

**Desirable criteria:** experience/knowledge of:

- Have skills and experience of developing e-learning/ digital learning
- Delivering training in Motivational Interviewing, solution-focused therapy, or similar approaches
- Implementation of systems or approaches to support organisational change and development
- Practice experience in one of the main service sectors where the Star is widely used, for example family and children's services, mental health or learning disability
- Experience of using the Outcomes Star from a management or practitioner perspective
- Ability to put together practical proposals and negotiate on costs with clients
- Interest and experience in using data to promote organisational change

Triangle is committed to supporting staff to reach their highest potential and there may be opportunities for development.

### Location

Trainer-Implementation Leads are expected to work from home and to travel throughout their region as required. Much of our training and implementation work is now delivered remotely using ZOOM or TEAMS as our preferred platforms. However, we also provide a 'face-to-face' offer and 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.

All travel expenses are paid for and we have a policy around travel, TOIL and flexible working.

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.

## Job Terms and other relevant information

This is a permanent position with a 3-month probationary period.

We welcome applicants who wish to work between 28-35 hours per week.

Full-time salary is £34,292 per annum.

The post holder will report to the Training Manager and be supported by the Implementation Manager for that part of their role.

This is a home-based role, located in South Central England (i.e. covering Bedford, Berkshire, Buckinghamshire, Hertfordshire, Herefordshire, Oxford, Worcester and Warwickshire)

**Benefits:** 25 days' annual leave plus bank holidays, generous pension scheme, employee assistance programme, Mac and iPhone, flexible working arrangements available, homeworking allowance

Please [download our application form from our website](#) and contact Miranda Costin ([miranda@triangleconsulting.co.uk](mailto:miranda@triangleconsulting.co.uk)) for more information and instructions on how to apply.

**Deadline for applicants:** 9am 22<sup>nd</sup> November

**Interview** to be arranged w/c 6<sup>th</sup> December, with possible 2<sup>nd</sup> interviews w/c 13<sup>th</sup> December using Zoom.

**STRICTLY NO AGENCIES**