



Client Advisor & Trainer

We are looking to recruit a Client Advisor & Trainer to join our mission-led organisation, supporting our friendly and dynamic training team.

Reporting to: Regional Manager - South
Location: London
Contract: Full-time (35 hours pw)
Salary: £37,836 FTE

About the organisation

Triangle is the employee-owned values-based Social Enterprise behind Outcomes Star. As an employee-owned organisation all employees are engaged in the development of the organisation through a Trust Board.

Outcomes Star partners with housing, health, and social care providers to improve service through our engaging and practical tools that make change visible, understood and possible.

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

What you can expect

- A purposeful, caring and inclusive team operating within an employee-owned trust
- An opportunity to grow and develop yourself through your work
- To be empowered to lead and self-manage with the support of a highly committed team around you
- Opportunities to be involved in projects outside the scope of your role, if you so wish

About the role

The Outcomes Star touches many aspects of service delivery, from interactions with clients and practitioner skills to supervision and strategic decisions. Facilitating learning through training is a key aspect of Triangle's work and is essential to the effective implementation of the Star. The process of implementation can support positive organisational change but needs time and appropriate attention.

The Client Advisor & Trainer is a critical part of how Triangle supports clients, through building relationships, delivering training, supporting, and practically helping clients to use the Star well.

Outcomes of the role

- Triangle's clients are provided with training, advice and are supported to make the best possible use of the Star:
- When organisations choose to have internal 'licensed trainers' they are enabled to provide internal support for their colleagues:
- Triangle is developing new products and approaches as it learns from its clients:

- Triangle is developing as a Social Enterprise

Job Description

Overview of responsibilities and main tasks

- **Deliver and Coordinate Training:** Provide both remote and face-to-face training, or coordinate others to do so.
- **Client Relationship Management:** Maintain ongoing relationships with clients, offering continuous support and reviewing implementation plans.
- **Train & Support Licensed Trainers:** Deliver high-quality training and provide flexible support through various means.
- **Internal Coordination and Development:** Liaise with colleagues to ensure a coordinated approach and contribute to the development of new courses and resources.
- Represent Triangle at events and deliver presentations about the Star.
Assist clients with the Star Online application and support colleagues with specific projects.
- Maintain accurate records of client interactions on Salesforce.

Person specification

Essential

- Experience of delivering training
- Ability to develop and build strong relationships with both clients and colleagues
- Excellent organisation and record-keeping
- Self-motivated with ability to work independently
- Ability to prioritise competing pressures and meet deadlines
- Adaptable and flexible; with the ability to work in the ever-changing context of a growing organisation
- Responsive to client needs, able to take initiative with a creative problem-solving approach
- Excellent communicator with good interpersonal skills; able to work effectively independently and as part of a small team collaborating well with colleagues
- Committed to delivering a good service to clients and helping them make a difference to the people they support
- Good IT skills including MS Office

Benefits

- Laptop and mobile phone provided for work purposes
- Open to flexible working arrangements
- Cash health plan, generous pension scheme, employee assistance programme
- 25 days' annual leave plus bank holidays (pro-rated for part-time) & additional days at Christmas
- Paid volunteering time



- Opportunities for personal development

At Triangle, our people are our greatest asset, and we are committed to creating a happy, healthy, purposeful work environment in which everyone is supported and empowered to do their best work. We strongly encourage candidates of diverse backgrounds and identities to apply. Each new employee is an opportunity for us to bring in a unique perspective and strengthen our team, and we are always eager to further diversify our organisation.

How to Apply:

[Please complete our online application form](#). You can find instructions on how to complete it along with more information about our recruitment process [here](#). We do not accept CVs. We can send out Word versions of the application if necessary (contact hr@triangleconsulting.co.uk).

Deadline for applicants: Midnight 3rd November

First interviews: 21st November in London (in-person)

Second interviews: 21st November in London (in-person)

Please contact the HR Manager at hr@triangleconsulting.co.uk if you have any questions about the role or require any adjustments in the recruitment process.

STRICTLY NO AGENCIES