

Job Description

Role Title	Training and induction development officer
Job Family & Category	Customer excellence – officer
Team	Home Energy Scotland
Line Manager	Home Energy Scotland network operations manager
New/ Existing Role	New
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	None
Job purpose	<p>Empower Home Energy Scotland (HES) advisors to become experts, confidently deliver a positive customer experience, and continue their development through ongoing knowledge and skills development.</p> <p>Leading the development, design and management of training programmes for trainee HES advisors, including our advisor induction programme which is certified by the Scottish Qualification Authority (SQA).</p> <p>Work with the HES content and training developer, customer experience team and knowledge team to continuously improve advisor training methods and materials.</p> <p>Develop and oversee processes to maintain and improve the skills and knowledge of Home Energy Scotland advisors.</p> <p>Work to integrate accessibility and inclusivity into all training and induction programmes to ensure that diverse learning needs are supported.</p>
Key responsibilities	<ul style="list-style-type: none"> ▪ Complete onboarding for all new HES advice staff. ▪ Meet SQA compliance needs including SQA contract and annual audit, maintaining process and policy documents. Leading candidate assessments via multi-channel quality monitoring and comprehensive performance feedback. ▪ Ensure the delivery of induction programmes and assessment cycles meet efficient timelines, contractual requirements, processes and procedures.

- Develop and improve the content and linked resources of existing programmes by:
 - Collaborating with colleagues to coordinate expert input.
 - Keeping content up to date in readiness for regular use.
 - Continuously identify and act on ways to improve content and delivery.
 - Create knowledge check resources.
- Explore opportunities and create new training programmes and materials that will maximise efficiency in resources and make best use of company expertise.
- Work with HES content and training developer to implement methods to assure the quality of programme-specific advice and support advice centres to deploy it.
- Work with the customer experience team to support their development of universal training modules and embed them into HES training materials as required.

Within one month, you will:

- Completed the company onboarding process, inclusive of systems training.
- Develop a strong working knowledge of how Home Energy Scotland's advice service operates.
- Hold introductory meetings with key colleagues and stakeholders, including colleagues in HES Operations, Knowledge and CX teams, and HES advice centre training and quality leads.

Within three months, you will:

- Take ownership of processes to administer and track HES advisor induction and training.
- Become qualified to assess SQA examinations.

Within six months, you will:

- Work with HES content and training developer to implement methods to assure the quality of programme-specific advice and support advice centres to deploy it.
- Work with the customer experience team to support their development of universal training modules and embed into HES training materials as required.
- Develop a strategy to improve the SQA training and qualification process.

<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Experience in training design and development, with an exceptional portfolio showcasing your work through traditional, digital, multimedia and eLearning channels. ▪ Attention to detail and commitment to delivering high-quality, engaging, impactful learning content. ▪ Strong communication and collaboration skills with the ability to work effectively in a team environment. ▪ Influential feedback, negotiation and coaching skills. ▪ Writing/maintaining processes and procedures and managing compliance of resources. ▪ Excellent engagement and relationship-building skills with confidence to work with several internal and external teams. ▪ A continuous improvement mindset to identify and act on improvement areas and a passion to influence action and accountability on recommendations and solutions. ▪ Creative mindset with a passion for exploring new and innovative approaches to training and learning. ▪ A willingness to learn about HES, fuel poverty support, and/or domestic energy efficiency advice. ▪ A willingness to learn about, engage with and support our efforts to become a more diverse, inclusive and equitable organisation.
	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ A confident trainer with experience delivering complex materials and an understanding of best practices for designing accessible content that supports diverse learning needs. ▪ Multichannel quality monitoring or evaluation experience. ▪ Experience of audits and/or assessment processes. ▪ Analytical skills using various data sources and tools including MS Excel.