



Job description	
Job title	Restart Trainer
Grade	Pay Band G / SCP 19-22
Directorate	Regeneration and Economic Development
Section/team	Knowsley Works
Accountable to	Restart Team Leader
Responsible for	The effective and efficient operation of services to Restart participants and customers
Date reviewed	

Purpose of the Job

Work as a member of the Knowsley Works Service to provide a high standard of training, development and employability sessions to residents of Knowsley who are looking to access training and employment opportunities specifically the Restart participants.

Deliver effective and efficient customer services to ensure that the provision is delivered in accordance with the Knowsley Works Service Plan. Provide high standards of customer care and presentation, and play a vital role in the delivery of all employment services.

To work closely with local employers and training providers in Knowsley, in order to match their requirements with the skills of local people.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Design and deliver specialist training programmes that meet the needs of identified Restart target group and deliver in various settings across the Borough. This will entail liaising with other Knowsley Works programmes, external partners and agencies to ensure bespoke needs are met.
2. Effectively evaluate designated programmes, ensuring their design and methodology addresses participant, programme and contractual needs.
3. Influence and support the delivery of a clear, target driven training plan to support the Restart Programme and specialist partner agreements.



4. Deliver and supervise participant assessments, drawing up individual or group training plans to assess individual or group needs
5. To develop and maintain links and networks with appropriate partners to ensure effective liaison and development.
6. Ensure targets are met and produce clear and correct information and data in a timely manner. Input and update all ICT and non ICT recording systems.
7. Support participants through coaching and mentoring to overcome complex barriers that might affect their ability to access training or employment.
8. Assist with achieving relevant targets set for the team.
9. Liaise with appropriate agencies and council services.
10. Deal with comments and complaints promptly and courteously, and ensure that any deficiencies and scope for improvement in the quality of service are dealt with appropriately.
11. Carry out clerical, administrative and financial procedures, meeting appropriate deadlines.
12. Supervise appropriate work placements, including participants and employers.
13. Participate in monitoring and evaluation of services and use of resources.
14. Practice and promote fair and equal treatment of staff and customers throughout the course of performing all duties contained within this job description.
15. Act within Council and Service Policies, Standing Orders and all current legislation.
16. Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the Borough and to work across all areas of the Employment and Skills team when required.

Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities



The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.