

## Role Description

### Trainer and Implementation Lead – Northern Ireland

**We are looking to recruit a motivated individual to join our friendly and dynamic Scotland & Ireland regional team at the cutting edge of thinking and practice in assisting and measuring service user change. The role will be based in Northern Ireland, working from home with travel across both Northern Ireland and the Republic of Ireland to support clients.**

#### About Triangle

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).

#### 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 as it is essential for the effective implementation of the Star. The process of implementation can support positive organisational change but needs time and appropriate attention.

Our Trainer and Client Advisor role is a critical part of how we support clients, through building relationships, delivering training and practically helping clients to use the Star well. The post holder will contribute to the achievement of our organisation's outcomes below:

1. Triangle's clients are provided with training, advice and are supported to make the best possible use of the Star:
2. Where organisations choose to have internal 'licensed trainers' they are enabled to provide internal support for their colleagues.
3. Triangle is developing new products and approaches as it learns from its clients.
4. Triangle is building its reputation as a Social Enterprise

#### Main tasks

1. The Trainer and Client Advisor will deliver a range of client training across the region and hold a caseload of clients and support them to implement the Star effectively by:
  - a. Putting together the best mix of training and support in an initial costed quote/proposal
  - b. Delivering training, both remotely and face to face, or coordinating others to do so
  - c. Working with our training specialists to develop our training offer to support best use of the Star
  - d. Contribute to the development and maintenance of our e-learning/digital learning offer
  - e. Developing ongoing relationships with clients by:
    - i. Reviewing implementation options and plans
    - ii. Using our other tools to help 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. Liaising with other Triangle staff to ensure that our clients experience a coordinated and consistent approach
3. In conjunction with other team members:
  - a. Delivering training to clients including the Core Course, Licensed Trainer Course and other sessions as agreed
  - b. Providing flexible support to licensed trainers through development days, email, phone, virtual meetings
  - c. Contributing to the development of new courses and resources
4. Responding to new enquiries by phone and email.
5. Delivering presentations about the Star, as needed, both in person and online.
6. Where applicable, supporting clients to set up and use our accessible web application - the Star Online - in coordination with the Star Online help desk
7. Collaborating with Triangle colleagues on specific projects related to using the Star in practice
8. Actively promote the Star and market it by representing Triangle at conferences, webinars and other events to share our mission and values with others in the sector
9. Sharing learning by informing their Triangle colleagues on how clients are using the Star
10. Aiding the development of new Stars taking a lead on client relationships and implementation
11. Identifying and sharing opportunities for improving what we do, for new business, new Stars etc.
12. Contributing to development of new internal systems, training and approaches and other tasks as needed
13. Building positive relationships with clients, creating opportunities to further develop the use of the Star, form partnerships and collaborate on new resources
14. Keeping records of interactions with clients up to date and accurate on Salesforce

## Person Specification

### Essential

- Experience, qualifications and/or skills in delivering training
- 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 relationship-building skills with staff working at all levels of an organisation
- Ability to work well both independently and as part of a team, whilst working remotely
- Organised and able to prioritise competing pressures
- Able to learn quickly and contribute to others' learning
- Commitment to delivering a high-quality service
- Track record of being responsive to needs and a problem solver
- Good IT skills and able to keep on top of emails whilst working on the move

### Desirable

- 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
- Experience of using the Outcomes Star from a management or practitioner perspective
- Delivering training in Motivational Interviewing, solution-focused therapy, or similar approaches
- Implementation of systems or approaches to support organisational change and development
- Ability to put together proposals for clients
- Training qualification
- Interest and experience in using outcomes data to promote organisational change

### Location

You are expected to work from home and to travel throughout your specific region; Northern Ireland & Republic of Ireland.

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.

**Reporting to:** Regional Manager (Scotland & Ireland)

### **Terms and Conditions**

The role is permanent. We welcome applicants who wish to work between 28-35 hours per week.

### **Salary and Benefits**

- The annual salary is £36,734 FTE
- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, employee assistance programme
- 25 days' annual leave plus bank holidays (pro-rata for part-time) & additional days at Christmas
- 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 all different backgrounds and identities to apply. Each new employee is an opportunity for us to bring in a different perspective and strengthen our team, and we are always eager to further diversify our organisation.

**Deadline for applicants:** Monday 18<sup>th</sup> December 2023, 5pm

**Interviews:** to be arranged week commencing 8<sup>th</sup> January, and 15<sup>th</sup> January remotely

**STRICTLY NO AGENCIES**