Training Officer

Job Description

About Bright Options

Bright Options (B.R.I.G.H.T. Options CIC) is a social enterprise of Calan DVS, a Welsh charity supporting people affected by domestic abuse and violence against women. Our purpose is simple: building brighter options for all.

We design and deliver training, e-learning and learning programmes grounded in specialist knowledge of the violence against women, domestic abuse and sexual violence (VAWDASV) sector. Our work includes training for professionals, bespoke e-learning and resources for partner organisations, and learning and employability programmes for people furthest from education and work.

Trauma-informed practice underpins everything we do, from how we design learning to how we work with learners, partners, and each other. As a social enterprise, what we earn is reinvested in our social purpose.

The role

Job title	Training Officer
Organisation	Bright Options, a Calan DVS social enterprise
Reports to	Social Enterprise Manager
Location	Hybrid, working across Wales
Hours	35 hours a week
Salary	Starting at £27,500
Contract	Permanent
Checks	Enhanced DBS

The Training Officer works alongside the Social Enterprise Manager to plan, develop and quality-assure Bright Options training and learning programmes. The role brings together learning design, digital learning, assessment and accreditation, and programme coordination.

We are looking for someone with a background in education who combines creativity with strong organisation, and who is committed to high-quality, trauma-informed learning.

Main responsibilities

Training and Education

1. Work with the Social Enterprise Manager to design engaging training and learning programmes for face-to-face, live online, and e-learning delivery.
2. Develop schemes of work, lesson plans, and session materials that meet the needs of different learners.
3. Support Social Enterprise Manager with the creation of high-quality, accessible learning resources and digital content in line with Bright Options branding.
4. Support with building and maintaining courses on Moodle and other learning management systems (LMS).
5. Use interactive tools to encourage participation and engagement.
6. Support Social Enterprise Manager with training delivery, and co-facilitation.

Quality of learning

1. Support the quality assurance of training and learning programmes, including observing sessions and giving constructive feedback.
2. Use learner and partner feedback to review and improve programmes.
3. Support and guide colleagues who deliver sessions.
4. Teach or deliver sessions where required.
5. Support the Social Enterprise Manager to deliver holistic, highly engaging training. Understand different styles of learning and how to nurture a learning environment.

Assessment, accreditation and reporting

1. Coordinate learner assessment, progress tracking, and record keeping.
2. Support Social Enterprise Manager with centre accreditation and quality assurance processes with awarding bodies.
3. Support Social Enterprise Manager to maintain accurate data for funders and partners and contribute to progress reports and case studies.

Partnerships and coordination

1. Build and maintain relationships with referral partners, education providers, and community organisations.
2. Help plan and schedule programmes, including venues, resources, and learner recruitment.
3. Support the wider Bright Options and Calan DVS training offer.
4. Be able to work as a team with the Social Enterprise Manager, Business Development and CEO in order to grow Bright Options training offer.
5. Be able to accurately use Outlook/Office 365 suite and be highly organised.

6. Ability to engage confidently and professionally with prospective customers, identify their training needs, and proactively promote and upsell relevant training packages to maximise business development opportunities and generate income.

Safeguarding and professional practice

1. Follow safeguarding procedures and contribute to a safe learning environment, including deputy DSL duties where appropriate.
2. Understand professional boundaries and always uphold confidentiality of learners.
3. Take part in supervision, training, and continuing professional development.

Person specification

We are looking for someone whose experience is in education, for example further education, adult and community learning, schools or youth education, rather than solely in facilitation.

Area	Essential	Desirable
Qualifications	At least 2 years' experience in training, tutoring, or teaching. Education and Training Level 3 or above.	Safeguarding training at Level 3.
Learning design and resources	Designing engaging training and producing high-quality learning resources.	Designing e-learning or blended courses.
Digital learning	Working knowledge of a learning management system (LMS), such as Moodle.	Hands-on experience of Moodle, Padlet, Canva and Adobe.
Quality of learning	Contributing to the quality assurance of teaching and learning.	Have experience of IQA/EQA.
Assessment and accreditation	Assessing learners and building evidence for accredited qualifications.	Experience of funded programmes with outcome targets and reporting.
Organisation	Excellent organisation and the ability to manage a varied workload. Confident with Microsoft 365, including Excel, SharePoint, Outlook and Teams.	Writing reports and case studies.
Knowledge	Good understanding of Violence Against Women, Domestic Abuse and Sexual Violence [VAWDASV], Safeguarding and Trauma Informed Practices.	
Personal qualities	Professional, Creative, with an eye for engaging design. Excellent communication skills. Able to work remotely and as part of a team. Commitment to the	

Area	Essential	Desirable
	values of Bright Options and Calan DVS.	
Other	Able to travel across Wales to facilitate training.	Welsh speaker, or willing to learn.

Working conditions

- This is a hybrid role covering Wales, with travel to venues and partners.
- Equipment needed for the role is provided.
- The post is subject to a probation period, an enhanced DBS check and satisfactory references.

This job description is not exhaustive. The postholder may be asked to carry out other reasonable duties in line with the purpose of the role.