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**JOB DESCRIPTION**

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| **Job Title** | **Housing Options - Learning and Development Officer** |
| **Department/Service** | **Scotland’s Housing Network (SHN)** |
| **Line Manager** | **Chief Executive** |
| **Direct Reports** | **N/A** |

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| **Job Purpose** |
| To provide a high-quality learning experience for all users of the Housing Options Training Toolkit, and associated face to face learning opportunities. To promote the Housing Options Training Toolkit as the national platform for all Housing Options training, across Scotland.  This includes taking the lead role to design, develop and upload learning materials to the chosen online platform; and the design and delivery of the ‘classroom’ learning components. The ‘classroom’ component will be predominately delivered virtually, but will include some in person learning, across Scotland.  The post holder will be responsible for ensuring that the materials within the virtual learning environment (VLE) are current, modern and informative. All information, including statutory and legal aspects, must be accurate at all times.  This is a stand-alone post and as such the post holder will work closely with the Housing Options Governance and Advisory Board who provide governance over the development of the Housing Options Training Toolkit, on behalf of the Housing Options Hubs nationally. |

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| **Key Responsibilities** |
| **Training and Development**   * Keep up to date with current practices in housing options approaches including changes to legislation, regulation, guidance and best practice. Specifically, as it relates to local authorities and RSLs. * To make recommendations for the development of content and materials in the toolkit to the Governance and Advisory Group. * Produce high quality learning materials, specifically for the Housing Options Training Toolkit online learning platform. * Design, delivery, and evaluation of classroom training, online and in person. * Develop, review, and evaluate the training toolkit training plan, schemes of work and lesson plans. * To ensure that the curriculum and materials are up-to-date and accurate, including statutory and legislative content. * Evaluation of learning outcomes and objectives, both of online modules and face-to-face content. * Evaluation of user progress, achievements, and feedback. * Actively seeking and using learner feedback to continue to develop the toolkit and associated resources. Ensuring that it remains relevant to all users, current and future. * Update of materials in online learning platform, be the administrator for the online platform. * Working closely with partner organisations to ensure the accuracy of the training materials. * To ensure own professional development, both as a housing practitioner and an educator. |
| **General**   * Responsibility for the administration of the online learning platform, allocating licenses to all 32 local authorities, as per agreed mandate, and for monitoring the usage of the platform. * Day to day management of the online learning platform provider, including coordinating the design and implementation of agreed software updates. * Management of licence applications and maintenance of accurate user records. * Organisation and all pre and post event administration for all classroom learning events. * Arranging meetings, conferences and other events; including negotiating terms, booking equipment/facilities, catering and managing invitations within a specified budget. * Dealing with all correspondence, directing all telephone calls, preparing documents, agendas, briefing notes for meetings, monitoring and managing emails. * The development and management of accreditation and evaluation records for each Housing Options Hub partner. * The development and management of monthly reports and presentation to the Governance and Advisory Board including administration and attendance at scheduled meetings. |
| **Marketing and Promotions**   * The marketing and promotion of the toolkit to RSLs, third sector agencies and other bodies, with the aim of increasing license holders. * Managing invoices to/from suppliers and partners and internal budget management. |
| **Other Duties**   * To play an active role in the Housing Options Governance and Advisory Board meetings, and those of Scotland’s Housing Network. * To be a national ambassador and lead contact for the Housing Options Training Toolkit. * To act as an ambassador for SHN and take opportunities to always promote the Network in a positive way. * To promote SHN services to non-members to grow the Network. * Any other duties as required as commensurate with the post. |

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| **Person Specification** | | |
|  | **Essential** | **Desirable** |
| **Formal Qualifications** |  |  |
| Educated to degree level or can demonstrate equivalent work experience in relevant discipline within Housing. |  |  |
| **Skills, Knowledge, and Behaviours** |  |  |
| Knowledge of current policy initiatives in relation Housing Options within Scotland. |  |  |
| Ability to develop and maintain effective working relationships with a range of organisations and individuals. |  |  |
| Strong written and oral communication skills. |  |  |
| Ability to deliver training to a range of audiences, virtually and in person. |  |  |
| Ability to work confidently with IT systems, including a VLE |  |  |
| Ability to work under own initiative, unsupervised, and as part of a team. |  |  |
| Able to work under pressure and meet deadlines. |  |  |
| You will be committed to continuous Improvement. |  |  |
| Effective negotiating skills |  |  |
| Ability to identify and deliver improvements to the Housing Options Training Toolkit across a range of modules. |  |  |
| Project management skills. |  |  |
| Committed to the practical application of equalities. |  |  |
| **Experience Required** |  |  |
| Demonstrable experience in the housing sector, specifically related to the provision of Housing Options services. |  |  |
| Demonstrable experience of delivering training and development, either formally or informally. |  |  |

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| **Pay Grade** | **Grade 4: £40,235 - £44,259** |
| **Weekly Hours** | **35 hours per week (full time)** |
| **Workplace** | **Homebased, with travel expected across Scotland** |

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| **Special Considerations** |
| Current driving licence, access to car and willingness to travel extensively. |
| Flexibility to work at various locations – spending evenings away from home on an occasional basis. |
| Homeworking, ability to manage your own time. |
| Commitment to collaborative working style. |
| Commitment to a member-first approach to work. |