



ROLE PROFILE

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| Role Title: | Training Officer |
| Rank/Grade: | (B) S01 (C) S01 (H) A4 (non-supervisory) |
| Job Family: | Business Support |
| Reporting to: | Training Leader |
| Main purpose of the role: | To provide training and development to meet identified needs. |

| Key Responsibilities | |
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| <ul style="list-style-type: none"> To design and deliver training to meet locally identified needs making best use of blended learning. To develop and deliver national training packages, meeting relevant compliance criteria making best use of blended learning. To ensure that training keeps pace with changes and developments in terms of content, design and methodology. To contribute to the evaluation of training through effective feedback systems, with changes being incorporated - and recorded - in design or delivery as required. To administer tests and assessments. To manage learner performance and behaviour appropriately. To adhere to agreed quality assurance procedures and provide evidence in support of local / national audit activity (e.g. PSQA). To provide advice and support to all staff members in relation to learning and personal development. | |

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| Agile Working | To be confirmed |
| Psychological Assessment | To be confirmed |
| Return on Investment | To be confirmed |
| Limited Duties | To be confirmed |

| Financial e.g. limits/mandates | Non-financial e.g. staff responsibility |
|--|--|
| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> None |

| Entry Requirements |
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| <ul style="list-style-type: none"> Level 3 training qualification or relevant experience. Ability to research, plan, design, deliver and evaluate training programmes. Computer literate. <p>NB: This Role Profile covers Initial Training and Crime Training. Specific Roles to address Specific Areas of need will have additional MERs e.g.</p> <ul style="list-style-type: none"> Recent Detective / Investigative experience Ability to use a range of appropriate IT systems Would like some of them to be PST trainers as well - to work across teams - multi-skilled. |

| Any other General Requirements/Scope |
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| <ul style="list-style-type: none"> This role requires the post holder to have a valid UK driving licence / the ability to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire. If using a private vehicle then business insurance needs to be organised by the individual. The post holder will occasionally be required to work additional hours. A proportion of trainers may be required to be on a shift pattern in order to provide cover for Training taking place outside normal office hours. Vetting is required, as advised by the vetting unit. |



HERTFORDSHIRE
CONSTABULARY

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- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

Personal Qualities (Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.



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We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.