



## Job Description: Training and Communications Officer

<b>Post Title:</b>	Training and Communications Officer
<b>Salary:</b>	Circa £23,000 - 25,000 pro rata
<b>Duration:</b>	Initial 1 year contract (maternity cover)
<b>Hours:</b>	30 Hours per week / flexible working
<b>Start-Date:</b>	January 2022
<b>Location:</b>	Home working / Cardiff office
<b>Line-Management:</b>	Principal Consultant

### About Cynnal Cymru

Cynnal Cymru – Sustain Wales is the leading sustainable development organisation in Wales. We provide advice, training and connections to help organisations take bold decisions for a fairer and more secure future.

Working with our cross-sector members and wider network, we set the agenda and identify opportunities for action on sustainable development; support our members and communities of practice with their sustainability agendas; and share knowledge through training and consultancy work. We are the official partner of the [Carbon Literacy Project](#) in Wales and the real [Living Wage Accreditation body for Wales](#).

With increasing demand for our online and in-person training related to climate change and environment, we would like to hire someone who can help us co-ordinate and deliver this work, as well as support its growth through effective communication, marketing and impact measurement.

### The Role

As Training and Communications Officer, you will support delivery and follow up of training (e.g. [Carbon Literacy](#) and [Nature Wise](#)) through effective scheduling, administration and co-ordination of courses and course feedback evaluation.

Reporting to the Training Lead, you'll be part of a team delivering sustainability training to help organisations develop the knowledge and skills needed to take action on climate change. You'll be a highly organised individual with good digital skills and the ability to create engaging marketing materials to help promote our training and professional learning opportunities.

Working with the team, you will develop effective communications and marketing materials to advertise training and help to grow our training services. You will also collect and analyse training feedback and data to measure impact and ensure the continuous improvement in our training services.

## Key Responsibilities

- Respond to training enquiries from clients, members, stakeholders and the media.
- Schedule and set up regular training courses through the Learning Management System / Wordpress system.
- Maintain an accurate record of clients and training delivered.
- Follow up with learners to collect feedback and data for impact monitoring and evaluation.
- Managing invoicing and online payments for training.
- Contribute to written reports and analysis regarding Cynnal Cymru's training.
- Support colleagues to identify and develop new training opportunities.
- Lead on marketing and communications activities relating to training.

## Person Specification

### Essential

- Excellent organisational abilities including time management and attention to detail.
- Confident and clear verbal and written communications skills.
- Experience of organising and managing online events or training.
- Experience of using Wordpress or similar platforms.
- Experience in using digital payment (e.g. WooCommerce and Stripe), event and meeting management tools (e.g. Eventbrite).
- Experience of using communication and conferencing platforms and tools such as Microsoft Teams, Zoom, Jamboard, Miro.
- Experience of creating communications for social media and newsletters.
- Experience with carrying out evaluations, gathering feedback and analysing results.
- Excellent administration skills and IT literacy, including knowledge of the MS Office suite and editing / updating website and database content.
- Resident in Wales.

### Desirable

- Welsh language (good level of verbal and written skills).
- Experience of using a Learning Management System LMS.
- Experience of using customer-relationship management CRM packages e.g. Hubspot
- Prior training expertise and the ability to build, design, and deliver courses, workshops, and live and recorded webinars.
- An entrepreneurial outlook and a desire to find solutions to community and/or organisational challenges with decarbonisation and environmental restoration.
- Familiarity with Welsh and UK sustainable development legislation and voluntary initiatives

## How to apply

Please send your application to [jobs@cynnalcymru.com](mailto:jobs@cynnalcymru.com) by **Sunday 28 November 2021**, including your:

- Cover email
- Application form
- Equal opportunities form

Please note we do not accept CVs.

Interviews will be taking place online in early December 2021.

## Further information

### Working practice

We recognise the value in creating a balance between work and home life so we do what we can to accommodate flexible working. We work up to a four day (30 hour) working week.

We are actively seeking to reach a diverse pool of candidates and we are happy to consider any reasonable adjustments that any potential employees may need in order to be successful.

- Four day working week (usually Monday - Thursday)
- Flexible working
- Hybrid working

Our office is based in the centre of Cardiff and is easily accessible by public transport.

We are currently operating a hybrid working model with staff working between the office and home in response to current Covid-19 guidelines.

### Interviews

We use a blind recruitment process at Cynnal Cymru.

Please get in contact to discuss anything you might need to access and take part in the interview process or have other questions about the application process.

If you are invited to interview for the position, do let us know if you would like any carer's costs that you incurred due to attending this interview to be reimbursed.

For more information about this role, please contact Lynsey Jackson, Programme Manager at [lynsey@cynnalcymru.com](mailto:lynsey@cynnalcymru.com)

### Diversity and Inclusion

Cynnal Cymru is committed to providing equal employment opportunity in all its employment programs and decisions. We recognise that a diverse and inclusive movement is critical to solving climate change and other sustainability challenges, and that we must ensure that those directly impacted – particularly those who have been excluded in the past – are at the centre of the movement for change.

We do our best to make staff positions accessible to all potential team members, regardless of race, colour, national origin, ethnicity, age, disability, assigned gender, gender expression or identity, sexual orientation or identity, religion or creed, veteran status, and marital or parental status. We strive to recruit team members from communities most impacted by climate change or impacted by other kinds of environmental, social, and economic injustice. We therefore strongly encourage applications from people of colour, women, LGBTQ people and members of marginalised communities.

### Sustainability

We expect you to carry out your job responsibilities in a sustainable manner, ensuring as little damage to the environment as possible. Our aim is to ensure all resources are utilised effectively, efficiently and ethically.

### Welsh Language Policy

In carrying out our work, we try to be as bilingual as possible in our daily operations and treat the English and Welsh languages equally so far as is appropriate in the circumstances and reasonably practical.