

ROLE PROFILE

Job Title:	Information and Training Officer	Reports to:	Policy and Regulations Manager
Based at:	Holly Walk, Leamington Spa	Date:	September 2015
Hours	09:00 – 17:00 - Monday to Friday		

Job Purpose	
<p>To support the Policy and Regulations Manager with all aspects of the training and registrations function, relating to the Landfill Communities Fund (LCF), and assist in the effective and professional operational delivery of the policy, regulations and registrations by providing advice and training in line with the regulations within ENTRUST to include:</p> <ul style="list-style-type: none"> • Assisting in the development and communication of Regulations, policy positions and guidance; • Giving advice and guidance to stakeholders and internal teams; • Managing training events; • Developing training materials to meet the needs of Environmental Bodies; and • Any other duties which are commensurate to the role. 	
Key Results Areas	Typical Tasks
Develop training materials	<ul style="list-style-type: none"> • Identify training needs of EBs; • Develop training materials which meet identified training needs; • Evaluate the use and effectiveness of training materials; and • Develop additional online resources and materials, such as FAQs.
Delivery of stakeholder training days	<ul style="list-style-type: none"> • Sourcing appropriate venues; • Taking bookings from delegates; • Administrative support for all aspects of the training days; • Delivering training to stakeholders; and • Evaluate the use and effectiveness of training events.
Assist with carrying out Regulations and Registrations processes	<ul style="list-style-type: none"> • Process project and enrolment applications for potential and enrolled EBs to establish and maintain compliance with the regulations; • Communicate regulations and interpretations to potential and registered EBs, landfill operators, local authorities and other interested parties in order to provide an understanding of the scheme and compliance issues; • Assess applications and request further information/clarification or register as appropriate; • Provide advice where necessary regarding project and enrolment compliance, both written and verbal.
Assistance in maintaining the integrity of the data held on EOL	<ul style="list-style-type: none"> • Where necessary, working with the Information Technology Team, to ensure that data reports are accurate; and • Highlighting problems found with the EOL system, and assisting with their resolution and testing.
Corporate Objectives	<ul style="list-style-type: none"> • Support Corporate objectives in order to deliver ENTRUST's business objectives; • Ensure KPIs are met and delivered as per the Corporate Plan; • Liaison with internal & external stakeholders as required; and • Attendance at Management Meetings as required.

Person Specification

Knowledge, Skills & Experience:

- Graduate calibre;
- Experience of the not for profit sector;
- Experience of developing training materials;
- Experience of delivering training;
- Experience of undertaking projects with tight deadlines to a high level;
- Ability to absorb and understand Regulations and the scheme quickly;
- Persistent and tenacious in obtaining accurate information;
- Strong planning, prioritisation and organisational skills;
- High level computer literacy;
- The ability to analyse large amounts of information and report concisely on the results;
- Excellent communication skills; and
- Negotiating and influencing skills.

Personal Attributes:

- A positive, 'can – do' approach to problem solving;
- Flexible and responsive to change;
- Calm and organised;
- Ability to interact and communicate effectively at all levels;
- Strong attention to detail; and
- Ability to plan and prioritise.

Special Features

Desirable, but not essential

Knowledge of:

- Five Principles of Good Regulation;
- Regulators' Compliance Code;
- Code of Practice on Consultation; and
- Hampton Code.

Interest in the environment and community projects