





Brandon
Live free
the learning disability charity

Operational Trainer

Monday - Friday

Reports to: Operational Training Manager

Basic DBS

Draycott House or Local Office

Purpose

The Operational Trainer will design and deliver high-quality mandatory and essential training within a regional area within Brandon. The post holder will have a strong understanding of the health and social care sector, including learning disabilities and autism. They will ensure that learning delivered is relevant, effective and aligned with sector standards.

Working closely with the Operational Training Manager, contribute to identifying training needs, sourcing appropriate learning resources, and recommending suitable learning solutions that enhance colleague capability and support high-quality care for the People We Support.
This role requires flexible working across a range of environments, including working from home, across Brandon Trust sites, and at other locations as required. The post holder will also work remotely using Brandon technology to deliver training, support staff and fulfil role responsibilities.

Objectives

Training Design & Delivery

- Create and deliver relevant in-house training programmes and resources for front-line colleagues.
- Leading new starter induction, annual training requirements, the Care Certificate, and carrying out workplace assessments as needed.
- Select and use the most appropriate training methods and activities, taking a blended learning approach (eLearning, virtual classroom, and face-to-face delivery).
- Ensure that all training delivered meets legal and regulatory compliance requirements (e.g., CQC, Ofsted).

- Design bespoke learning solutions aligned to Brandon's strategy and values.
- Respond to the local and operational training needs of the workforce.
- Deliver bite-size training at external sites (e.g., schools or colleges) as part of partnership or recruitment activity.
- Ensure training is delivered in ways that meet individuals' needs.
- Evaluate the efficacy of all learning content, reviewing and revising as required.
- Design digital learning solutions including eLearning modules, videos and audio recordings.

Induction, Support & Coaching

- Communicate with and check in regularly with new starters during their induction and probation period.
- Provide support to learners in a variety of learning interventions, including coaching, training delivery and support with qualifications or ongoing training.
- Facilitate Learning Management Systems (LMS) drop-in sessions as required.

Training Needs Analysis & Learning Solutions

- Perform needs assessments to identify knowledge gaps and areas requiring improvement.
- Make recommendations for appropriate learning solutions and interventions.
- Ensure colleagues are aware of available learning opportunities and work with them to identify suitable learning solutions.

Digital Learning & LMS

- Champion and enhance the digital and functional skills of the workforce.
- Maintain a strong working knowledge of digital LMS, including designing digital learning content.
- Use a range of multimedia and IT systems to collect, monitor and evaluate Talent & Learning data, identifying trends, concerns, and recommended solutions.

Collaboration & Stakeholder Engagement

- Work as an ambassador for the wider Talent & Learning team.
- Collaborate with members of the People & Organisational Development (POD) Team and other managers and teams across Brandon.
- Provide regular training updates to the Regional Learning & Development Manager and raise any emerging concerns.

Compliance, Quality & Continuous Improvement

- Ensure all learning interventions are cost-effective and within budget.
- Ensure training and learning activities support regulatory requirements.
- Evaluate training effectiveness and continuously improve learning programmes and delivery.
- Drive and maintain training compliance within allocated regions.
- Maintain responsibility for continuing professional development (CPD) in line with regulatory expectations.

Travel & Flexibility

- Be willing to travel to other training locations and services to deliver training and provide cover where required.
- Work flexibly across Brandon sites, external locations, and from home as needed.

Additional Information

- This job description is not an exhaustive list of duties. It is intended to give an overview of the range of work undertaken and may vary over time to reflect changing priorities and organisational needs. Significant changes will be agreed following consultation with the job holder.

Key Relationships

All Operational staff,
Quality & Safety,
Wider P&OD Teams
Wider Talent & Learning team
Other agencies with whom Talent & Learning department have direct involvement.

Skills and behaviours you need for this role

CORE SKILLS

Skill	Level required for role	What this means
Data Literacy	■ ■	People at this level can use data tools and follow GDPR rules to help understand what is happening in the organisation.
Digital Skills	■ ■ ■	People at this level choose and develop digital tools, promote secure working practices, and support innovation across their teams.
Governance and Compliance	■ ■ ■	People at this level lead governance and compliance activity, making sure good practice is followed in everyday operations and in planning.
Commercial Awareness	■ ■	People at this level help manage budgets, track spending, and support good financial decisions.
Health and Safety	■ ■ ■	People at this level lead health and safety activities, ensuring good practice, risk control, and a positive wellbeing culture.
Inclusion	■ ■ ■	People at this level embed inclusive practice into planning, decision-making, and team culture. They help create spaces where everyone can contribute and feel valued.

BEHAVIOURS - VALUES

Behaviour	Level required for role	What this means
Equip		People at this level manage preparation and consistency with confidence. They support others in adopting effective practices and ensure that tools and information are accessible and reliable.
Involve		People at this level consistently involve and engage others, creating an environment where collaboration, inclusion, and shared decision-making are the norm.
Support		People at this level actively support, advocate for, and empower others. They help create a workplace where people feel valued, included, and confident in their abilities.
Recognise		People at this level consistently demonstrate excellent listening, communication, and responsiveness, ensuring clarity in all interactions.
Challenge		People at this level proactively take ownership, embrace change, and encourage innovation in their teams and work.

SPECIALIST SKILLS

Skill	Level required for role	What this means
Learning Design & Delivery		People at this level independently design blended learning and measure its effectiveness.
Regulatory Expertise		People at this level apply regulations correctly in training content and delivery.
Embedding & Assessing Practice		People at this level plan transfer activities and carry out basic competency assessments.
Coaching & Facilitation		People at this level apply structured facilitation and basic coaching frameworks.
Digital Learning & Technology Capability		People at this level build and maintains basic e-learning and blended assets.

GENERAL

Behaviour	Level required for role	What this means
Active Listening		People at this level model strong active listening to build relationships, ease tension, and strengthen communication across the team.
Co-production		People at this level embed co-production into service design, change programmes, and cross-organisational initiatives.
Creativity and Innovation		People at this level create new solutions and help build a team culture where creativity can grow.

Emotional Intelligence		People at this level use strong emotional awareness to handle complex interactions and set a positive example for others.
Integrity		People at this level demonstrate consistent honesty and fairness and encourage others to act with integrity.
Reliability		People at this level are dependable and trusted team members who others look to for steady, consistent delivery.
Resilience and Perseverance		People at this level actively develop resilience strategies and support others in overcoming challenges.
Presentation Skills		People at this level use presentations to inspire, educate, and influence audiences effectively.
Verbal Communication		People at this level lead with clarity and impact, using verbal communication to influence outcomes and build alignment.