

JOB POSTING – Training Officer

Organization:	Right To Play International
Department/Division:	Global Fundraising and Development
Work location:	Toronto, Canada or London, UK
Work arrangement:	A combination of in-office and remote-working in accordance with Right To Play's work arrangement and the operational needs of the department. Possibility of remote-working pending management approval.
Authorized to work in:	Canada or UK (Eligible to work legally without requiring sponsorship or work permit)
Target Hiring Range:	CAD 55,000 – 59,000 / GBP 33,000 – 37,000 per annum (dependent on successful candidate's work location)
Target Start Date:	Immediate
Contract Duration:	Permanent/Full-time
Closing Date:	Open until position is filled

BACKGROUND:

Right To Play is a global organisation that protects, educates and empowers children to rise above adversity using play. By harnessing play, one of the most powerful and fundamental forces in a child's life, we helped 2.3 million children last year to stay in school and out of work, to prevent life-threatening diseases like HIV and malaria and to stay safe from exploitation and abuse. We are the only global development organization focused exclusively on using play to transform the lives of children and youth impacted by poverty, war, disease and inequality.

Established in 2000, Right To Play reaches children through experiential programming in 15 countries in Africa, Asia, the Middle East, and North America. These programs are supported by our headquarters in Toronto, Canada; London, UK and eight national offices across Europe (Germany, The Netherlands, Norway, Sweden, Switzerland, UK) and North America (Canada, US).

With a shared passion for our mission, our Culture Code guides how we act and interact based on five core pillars:

- Accept Everyone – *Be intentional about inclusion*
- Make Things Happen – *Seek opportunities to lead and innovate*
- Display Courage – *Act with integrity*
- Demonstrate Care – *Look after yourself and one another*
- Be Playful – *Have fun at work*

Please visit [our website](#) to learn more about who we are and what we do, and [watch this video](#) to find out about the five pillars of our Culture Code.



JOB SUMMARY:

Reporting to the Senior Manager, Global Systems, Global Fundraising, the Training Officer will be the main lead in delivering high quality system and process training to Right To Play (RTP)'s fundraising teams across eight National Offices in Europe and North America. You will support the continual improvement in the operations process to maximize fundraising efforts. You will be a key team member in the upcoming system upgrade project.

Some travel to Europe and North America may be required.

PRIMARY RESPONSIBILITIES:

Job Responsibility #1: Systems Training (40% of Time):

- Design and deliver trainings on fundraising systems for fundraising teams
 - Develop clear and engaging training materials that meet both long and short term business needs.
 - Conduct ongoing system skills needs analysis and adjust training materials and sessions accordingly.
 - Maintain and update training materials and database for fundraising teams
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Job Responsibility #2: Process Improvement (35% of Time):

- Ensure clear, strategic and consistent usage of fundraising systems across all fundraising teams by streamlining, developing and disseminating business processes and procedures.
 - Provide recommendations on operations development by gather user feedback from training and coaching sessions
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Job Responsibility #3: Operational Governance (10% of Time):

- Monitor the effective compliance of business processes and procedures and provide support and coaching to fundraising teams as needed
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Job Responsibility #4: Support (10% of Time)

- Collaborate with Global Fundraising and IT teams to raise and resolve business issues as they arise
 - Support the National Offices with occasional administrative support
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Job Responsibility #5: Other Tasks as Assigned (5% of Time)





MINIMUM QUALIFICATIONS (Must have):

EDUCATION/TRAINING/CERTIFICATION:

- College degree or equivalent in Business, IT or related field
- Certificate in Technical Writing or Teaching and Training Adults is a plus

EXPERIENCE:

- 3 years' relevant experience in training internal staff or clients on customer relationship management (CRM) software (e.g. Microsoft Dynamics 365, Raiser's Edge, Salesforce, etc.)

COMPETENCIES/PERSONAL ATTRIBUTES:

- Outstanding communication skills
- Excellent organizational skills; systematic in follow-through of tasks; with strong attention to detail
- Demonstrate professionalism and integrity, with strong judgement skills and ability to exercise discretion and maintain confidentiality of sensitive information

KNOWLEDGE/SKILLS:

- Ability to assess individual and group training needs
- Ability to design and deliver high quality trainings in a user friendly, clear and pleasant way
- Ability to understand and document in a synthetic and clear way key business processes and procedures
- Understanding of data governance and integrity measures

LANGUAGES:

- Fluency in spoken and written English.

WHAT YOU'LL GET:

The opportunity to work with a passionate, innovative and collaborative team where you have the ability to make things happen. You will gain experience working for a globally recognized organization with a healthy culture premised on our Culture Code (**accept everyone, make things happen, display courage, demonstrate care and be playful**).

In addition, we offer a competitive salary and benefits package including flexible work policy (e.g. work from home and flex hours), up to 5 personal learning and development days per year and summer/winter hours. We offer 15 days annual leaves plus public holidays and up to 3 personal days per year to the successful candidate based in Canada; and 25 days annual leaves plus statutory holidays in the UK.

HOW TO APPLY:

If you are interested in applying for this position, please apply [here](#) to upload your resume in English.



Phone: + 44 (0) 203 915 4946



Address: OFFICE 101, EDINBURGH HOUSE, 170 KENNINGTON LANE, LONDON, SE11 5DP



Website: righttoplay.com



While we thank all applicants for their interest, only those selected for interviews will be contacted. **Shortlisting of applications will begin immediately and interviews may be held before the closing date.**

Right To Play provides equal employment opportunities to employees regardless of their gender, race, religion, age, disability, sexual orientation or marital status. As such, we encourage groups who have been historically disadvantaged with respect to employment to apply for positions at Right To Play. We offer a family-friendly environment that allows for flexible work arrangements in order to support staff diversity and ensure a healthy work-life balance.

We are a child-centered organization. Our recruitment and selection procedures reflect our commitment to the safety and protection of children in our programs. **The successful candidate will be required to provide a satisfactory Vulnerable Sector Screening or equivalent criminal check as a condition of employment.**

EMPLOYEE VACCINE POLICY:

To protect the health and safety of our employees and the communities we serve, Right To Play requires all employees and volunteers based in Canada to be fully vaccinated against COVID-19. **The successful candidate will be required to provide proof of vaccination against COVID-19 as a condition of employment.**

ACCOMMODATION:

Should you require any form of accommodation during the recruitment process, kindly contact the People & Culture team by email at careers@righttoplay.com

To learn more about who we are and what we do, please visit our website at www.righttoplay.com.



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