

Training Operations and Design Officer

CISV International seeks an enthusiastic individual with experience in training design and training operations management. This role will focus on working with our global volunteers to refine and implement our Global Training whilst supporting the ongoing development of the volunteer training offer and management of our annual cycle of training operations. This role will work closely with our volunteers in the Training Committee and other Teams across the world to ensure volunteers receive first-rate training for their roles, so they can run our Association and/or programmes confidently, effectively and efficiently, and in line with our policies, procedures and guidelines.

ABOUT US

CISV International is a global organisation dedicated to educating and inspiring for peace through building intercultural friendship, cooperation, and understanding. Founded in 1950, today we are a federation of nearly 70 National Associations with over 200 Chapters or local groups.

Through our innovative, fun, non-formal 'learning by doing' programmes, we help our young participants develop to their full potential as future leaders and active citizens, to make a difference in their communities and the world. We also give them the opportunity to build global friendships and networks that will last them a lifetime.

ABOUT YOU

You will support and oversee the design of training modules based on robust pedagogical frameworks.

You will be comfortable and confident working with international colleagues and stakeholders across the globe in an almost solely virtual environment. This will mean being a strong communicator who can give clear, concise messages often to those whose English is not their first language, and an ability to influence and lead groups of volunteers via committees.

You will Chair/co-Chair the Training Committee, so you will have strong facilitation and negotiation skills as well as be able to project manage various workstreams on the Committee annual workplan.

You will have a good understanding of how different people learn with the ability to lead the design of content that supports a range of learning styles.

You will be able to organise and manage training operations to ensure that in-person, virtual and online training is delivered effectively to our global volunteer community. You will also be able to monitor the quality of our training, and manage data of the training participants.

KEY RESPONSIBILITIES OF THIS POSITION

As the Training Operations and Design Officer, you will be responsible for supporting the development, organisation, evaluation and monitoring of CISV volunteer training. You will operate



within the Programmes and Operations Team of CISV International and will report to the Programmes and Operations Lead.

Training Strategy

- Work with the Training Committee and other IO and regional stakeholders to implement various aspects of the Training Strategy
- Ensure the Training Policy and Procedure is applied and followed accordingly
- Be responsible for strategic planning and delivery of in-person, virtual, and online training

Training Operations

- Development of our face-to-face and virtual training offer, digitisation of training and making volunteer training as inclusive and accessible as possible
- Chair/co-Chair the Training Committee, which is responsible for implementation of the organisation's training and developing, implementing, and maintaining effective processes for our content development work including an evaluation framework and regular content reviews
- Ensure quality assurance of all training and training materials and ensure alignment for all areas of the organisation
- Review content created by others, ensuring it is high-quality and conforms to robust assurance guidelines
- Understand the training needs of the organisation
- Liaise with the Regional Manager to ensure that CISV International volunteers have the training and knowledge needed to fulfil their roles
- Work with the Regional Manager and Administration Team to ensure the accurate maintenance of training records
- Work with the Programmes and Operations Lead to set budgets relating to training and ensure spending is in line with this
- Work with the Regional Manager to agree the allocation and assignment of trainers to international training

You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by the Programmes and Operations Manager.

KNOWLEDGE AND SKILLS

(E = essential; D = desirable)

ATTITUDE

- Friendship: finds a common bond and is kind to others; displays positive communication, empathy and openness to new perspectives
- Cooperation: works together and supports others towards the common goal; is supportive, goal-oriented, respectful to other contributions and accountable
- Enthusiasm: brings energy and passion to everything we do; is motivated, has positive attitude, demonstrates self-care and creativity
- Engaged - shows up, participates, and learns with a positive attitude; is committed and approachable, proactive, available, prepared, and reliable.



- Inclusive – is open, accepts and respects others; creates a safe and inclusive environment for all, actively seek diversity and appreciates other perspectives

SKILLS

- Training skills and understanding of training principles (E)
- Ability to create online, virtual and in-person training resources (E)
- Ability to evaluate and update training resources based on that analysis (E)
- Project and programme management skills; Ability to handle multiple projects at once, to prioritise and to deliver on time (E)
- Interpersonal/People skills and the ability to communicate with, collaborate and influence different levels of the organisation e.g young people, adult volunteers, staff etc. (E)
- Volunteer management skills (E)
- Able to work independently and as part of a team (E)
- Strong English verbal and written communications skills, and ability to communicate effectively with non-native speakers of English (E)
- Strong IT skills (D)
- CISV Train-the-Trainer certification (to be obtained)

KNOWLEDGE

- Degree or equivalent experience in Education, Training, Adult Learning, Instructional Design, and/or eLearning development or similar; or equivalent work experience (E)
- An understanding of volunteer needs and ability to work well with volunteers (E)

EXPERIENCE

- Previous experience of contributing to the delivery and oversight of training programmes in an education, or similar setting (E)
- Previous experience of coordinating and supporting volunteers (E)
- Experience in teaching and/or working with children and youth (D)
- Learner Management Software Experience, including administration and development of course content in online training platforms (Moodle preferred) and associated software (Storyline, Rise, etc) (D)

HOURS AND LOCATION

The role is a part -time position, ideally 21 hours per week.

As CISV is an international, volunteer-based organisation, some work may need to be carried out in the evenings, weekends and holidays.

This position is a remote role and the successful candidate will be required to work from home. Some regional and international travel may be required, and you must be willing to have in-person meetings as necessary.



SALARY AND BENEFITS

The salary will be within a pro-rata range of £20-28k depending on qualifications and experience, as well as the location, to ensure competitiveness with the local market.

Other benefits include, depending on location, a complementary pension contribution and health benefits.

23 days annual leave, increasing to 25 after 5 years, and statutory Bank Holidays (pro-rata).

Time off in lieu will be accrued for additional hours worked in excess of your normal contractual hours of work.

We value diversity and promote equality. We encourage and welcome applications from all sections of society and are happy to discuss reasonable adjustments and/or additional arrangements as required to support your application.

START DATE

Subject to clearances, the ideal start date is as soon as possible.

CISV International is committed to safeguarding and protecting the children and young people that we work with. As such, this post will be subject to background and reference checks.

It is expected that all members of the organisation understand safeguarding. It will be required that the successful applicant complete the e-learning safeguarding certification.

HOW TO APPLY

Send in your CV **and** a covering letter (maximum 2 pages of A4) explaining why you are applying for this role and how you have the skills and experience outlined above to recruitment@cisv.org.

The deadline for applications is 9th August 2026.

We plan to hold one round of interviews online during the week of August 17th.
For an informal conversation before applying, contact Jacob Przeklasa, Programmes and Operations Lead, at Jacob.przeklasa@int.cisv.org

