



Resource Coordinator

Reports to	Idva (independent domestic violence advisor) Senior Training Coordinator – Paul Savill
Hours	37.5
Salary	Band A (£19,253-£22,999)
Contract	12 months Fixed Term Contract
Location	Bristol Office (Hybrid working) with some travel across the rest of the UK.
Benefits	A generous package including 25 days annual leave plus 7 bank holidays, employee pension scheme with 4% employer contribution, Cycle2Work scheme, 365 days a year Employee Assistance Programme, flexible working

Who are we?

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

We work with organisations across the UK to transform the response to domestic abuse. We want what you would want for your best friend. We listen to survivors, putting their voices at the heart of our thinking. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And we challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, nearly 13,500 professionals received our training. Over 70,000 adults at risk of serious harm or murder and more than 85,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last four years, over 2,000 perpetrators have been challenged and supported to change by interventions we created with partners, and that's just the start.

Together we can end domestic abuse. Forever. For everyone.

Key purpose of role:

To provide effective and efficient co-ordination of resources and support for the learning and accreditation team and the learners across all SafeLives' training programmes

SafeLives' Training Team develops the knowledge and skills of professionals responding to victims and survivors of domestic abuse, whether adults, young people or children. The programme includes sector-leading accredited training - foundation and expert courses - for independent domestic violence advisors (Idvas) and independent domestic abuse advocates in Scotland (Idaas), independent sexual violence advisors (Isvas), domestic violence and abuse outreach workers, and other frontline workers who come into contact with people experiencing domestic abuse. This includes the delivery of Domestic Abuse Matters, a change programme for police officers and staff in England, Wales and Scotland.

The team also runs SafeLives' Leading Lights programme, which recognises and rewards good and safe practice in domestic abuse services across the UK. Leading Lights is increasingly seen by commissioners as a prerequisite standard for a quality service.

You will be printing, collating, and couriering training materials for all training programmes coordinated and delivered by the Training & Development Team.

You may also be involved in the evaluation of our training programmes.

SafeLives is very proud of its reputation for high quality training programmes, and your role in maintaining our standards and delivering for learners will be vital. The successful post holder will

support a wide range of internal and external stakeholders. You will get an insight into all the workings of a charity which is well regarded and innovative and will support colleagues and learners to fulfil our values; **rigorous, human and brave**

Responsibilities

1. Print and compile materials for training courses/workshops
2. Compile and maintain the training printing schedule
3. Assist with formatting of training materials to the organisations specifications
4. Coordinate the dispatch and return of training materials including communication with courier services and venue contacts
5. Work with the Training Coordinators/Lead Trainers to ensure efficient and effective delivery of training logistics. Assist with the administration of training delivery and providing cover for the Training Coordinators roles in peak times and absences. Assist with on-going support for learners/organisations throughout the training and assessment process
6. Compile evaluations from training courses into a report and pass onto Senior Training Coordinators, Operations Manager and Lead Trainers
7. Log and report on level of resources stored for training, for ordering purposes e.g. training manuals and starfish badges. Ensure SafeLives offices have sufficient stationery/photocopier/printing supplies and other resources at all times
8. Ensure SafeLives and OCN certificates are sent out in a timely fashion and are tracked and recorded.
9. Assist with the facilitation of training course catering and room set up for courses set in Bristol

General activities

10. Monitor/distribute and respond to training queries via the training email inbox and general telephone queries
11. Proactively keep expenditure to a minimum without infringing on the high quality of delivery. Have a keen eye for opportunities for pro-bono or low-bono support in terms of venues and other costs we incur
12. Maintain and develop good working relationships with SafeLives' associate trainers and partner agencies
13. To undertake any other duties at the general level of the role as required by your line manager or SafeLives
14. To engage in a constructive and effective way with all survivors of abuse, through calls to the office, Pioneer interaction, colleagues and any other interaction we have in our day-to-day work.
15. Undertake any other duties as may reasonably be required.

Person Specification

(E – Essential, D- Desirable)

Experience

1. Experience of working in a projects-based team (D)
2. Experience in working in a busy logistics environment, ideally in training/events (D)
3. Experience with the use of online technology (E), ideally: online learner management and training/event management systems. Moodle and Arlo would be ideal (D)

Skills

1. Excellent customer service skills, including experience of issue management
2. Advanced skills in Microsoft 2010 - in particular Word, Excel and PowerPoint

3. Attention to detail
4. Ability to give and follow clear instructions and explain procedures

Competencies

Goal orientation

- Demonstrates an understanding of how their own role contributes to achieving SafeLives' goals
- Is responsive to change which helps achieve goals
- Pursues tasks/goals with energy, drive and need for completion

Communication and relationship management

- Builds good relationships with a range of external agencies to improve service delivery and promote our training offer
- Negotiates in a way which ensures the excellent reputation of SafeLives is maintained whilst meeting the requirements of the Training ops plan and SafeLives' strategic aims
- Communicates professionally internally and externally. Both written and verbal
- Maintains Confidentiality

Self-management

- Plans and prioritises work effectively, with the ability to manage complex projects and multiple deadlines
- Is solution rather than problem focused
- Makes informed, good quality decisions where necessary
- Takes responsibility for own workload
- Has a flexible approach when dealing with colleagues and external stakeholders

Innovation and creativity

- Identifies and shares best practice, and translates this into a practical application for SafeLives
- Looks for ways to improve current practice and our training offer
- Shares ideas and learning with others
- Looks for ways to improve current practice
- Tries out new ideas, working practices and technologies to improve own ways of working

Teamwork and collaboration

- Understands the benefits of teamwork and contributes willingly
- Works towards shared objectives
- Shows flexibility and works with collective decisions

Delivering quality

- Self-starter with the ability to use initiative and judgement to identify problems and propose solutions
- Good organisational skills including the ability to manage multiple projects and meet tight deadlines
- Takes responsibility for own workload, acts on own initiative, seeks feedback from others, evaluates own performance and then acts upon it

Influence

- Inspires confidence and trust– demonstrating high standards of integrity, honesty and fairness
- Actively engages the knowledge, ideas and contributions of others.

Equality and Inclusion

SafeLives is committed to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexuality, gender identity, marital/civil partnership, pregnancy/maternity and working patterns. We are keen to have staff that appropriately represents all the communities we serve as an organisation.

Lived Experience

We believe there is no 'them and us' in domestic abuse and recognise that applicants may have direct or indirect experience of their own, whether disclosed or not. We are committed to placing lived experience of domestic abuse at the heart of all we do, and colleagues who chose to share their personal expertise can do so openly and with organisational support.

If there is any discussion during the recruitment process regarding a candidate's personal experience of domestic abuse, it will be treated confidentially and will not be shared outside of the interview panel/Human Resources.