



Ending domestic abuse

# Training Coordinator

<b>Reports to</b>	Senior Training Coordinator
<b>Hours</b>	37.5 hours per week
<b>Salary</b>	£25,260.79 per annum
<b>Contract</b>	12 months fixed-term
<b>Location</b>	Bristol including home working
<b>Benefits</b>	A generous package including 25 days holiday per year plus public holidays, employee pension scheme with 4% employer contribution, Cycle2Work scheme, 365 days a year Employee Assistance Programme.

## Who are we?

---

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

Last year alone, 14,000 professionals received our training. Over 80,000 adults at risk of serious harm or murder and more than 100,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last six years, over 4,000 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 the role

SafeLives' Training team develops the knowledge and skills of professionals responding to victims and survivors of domestic abuse, whether adults, young people or children.

Our training programme across England, Wales, Scotland and Northern Ireland aims to create:

- user value: with learners who attend our training feeling more confident and better equipped to fulfil their role
- social value: with measures showing professionals who attend our training provide more effective interventions for those who experience abuse
- financial value: responsible for generating around a third of SafeLives' annual income

The programme includes sector leading accredited training:

Foundation and Specialist 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.

SafeLives also delivers Domestic Abuse Matters (DA Matters), a change programme for police officers and staff which we deliver on behalf of the national College of Policing.

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.

As a Training Coordinator for SafeLives, you will provide effective and efficient co-ordination of resources and support for the Training team and the learners across all SafeLives' training programmes

## Key Relationships

### External

Lead and co trainers, guest speakers, learners, Independent domestic violence advisors and other professionals working with those experiencing domestic abuse. Local service providers, accrediting bodies, partner venues, software help team.

### Internal

Lead Trainers, Head of training, Senior training Co-ordinator, training Co-ordinator and e-learning co-ordinator, the wider Training team, including SafeLives' associate trainers and other internal teams including public affairs, research, evaluation and analysis, practice, innovation, fundraising, communications and marketing.

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 really well regarded and innovative and will support colleagues and learners to fulfil our values; **rigorous, human and brave**

## Responsibilities

1. Work closely with the Lead trainers to assist in the development and planning process for delivery of training - this will include setting up meetings, creating and monitoring work-plans, diary management, and accommodation/travel management.
2. Maintain an accurate and secure audit trail of all relevant communication and ensure that all work is compliant with data protection law.
3. Work with lead trainer(s) and development officers to produce quotes, contracts and invoices and administrate the relevant paperwork
4. Processing bookings and managing course application; work with the communication department to ensure that your courses are advertised when needed, keep track of approved application, waiting list and subsidies. Liaise with the finance department to track paid invoices.
5. Send pre-course information to delegates and trainers and assist with enquiries they might have.
6. Where appropriate, support learners throughout the training and assessment process, including dealing with enquiries, registering learners to the course, setting up online logs; providing the right resources for learners with additional support needs, recording grades, assisting with extensions, registering results and sending certificates.
7. Where appropriate, maintain training accreditation with relevant awarding bodies and facilitating annual inspection.
8. On the day of the training, (face to face or online) assist lead and co trainer with request they might have eg: help with registration, giving learners access to resources, answer learner queries.

9. Maintain accurate recording and reporting of training/project delivery, including budgets **and recording impact measure data** for both internal and external stakeholders.
10. Where appropriate, assist Senior Training Coordinator to research and source venues/ accommodation and agree rates within set budgets. This includes catering (in advance and on the day)
11. Create and send out agendas for meetings, take minutes/actions and track those actions after the meeting has occurred.
12. Work with the Resource Coordinator to help produce (printing, photocopying, collating) and distribute materials to the appropriate parties within specified timelines.
13. Administrate and respond to email and telephone helpdesk requests from external key stakeholders and organisations.
14. Contribute to improving the learning and accreditation programme's coordination and administration by establishing/maintaining/reviewing//updating operational procedures.
15. Maintain the online learning centre (Moodle), Arlo (event management software) and TurniTin (Plagiarism Checker for Students) with information relevant for training courses/accreditation programme and update relevant SafeLives webpages.
16. Deputise for the Senior Training Coordinator on occasion.
17. Maintain and develop good working relationships with SafeLives' associate trainers and partner agencies.
18. To ensure that any data collected, analysed and or shared whilst performing these duties is handled in line with SafeLives Data protection, data storage and collection policy and protocols.
19. 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.
20. Take responsibility for promoting and safeguarding the welfare of the children and/or adults at Risk and/or survivors of domestic abuse that they are responsible for or comes into contact with, in line with the SafeLives Safeguarding policies.
21. Undertake any other duties as may reasonably be required.

## 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 represent 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.

## **Fixed Term Contracts**

We at SafeLives appreciate the impact of the use of short/fixed term contracts on morale and a sense of financial security for our people. As a charity and the nature of our funding we must at times rely on the use of fixed term contracts, however, we will always strive to keep people in the organisation where we can rather than ending contracts unnecessarily. We will extend contracts where funding has been secured for as long as the funding allows. We further try to support our fixed-term colleagues by ensuring access to our recruitment opportunities to allow for movement to other parts of the organisation.

## **Person specification**

### **Experience**

1. Experience of working in a projects-based team
2. Experience in training/ event coordination
3. Experience dealing with customers / general public.

### **Desirable but not essential**

1. Experience of working with Teams and Zoom
2. Experience dealing with accredited bodies (e.g. OCN)
3. Experience with the use of e-learning technology e.g. Articulate and Storyline
4. Experience with the use of online learner management systems e.g. Moodle and Arlo

### **Skills**

1. Good 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. Administrative Skills
5. Ability to give clear instructions and explain procedures

## **Competencies**

### **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.

### **Innovation and creativity**

- 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

### **Communication and relationship management**

- Communicates professionally internally and externally, both written and verbal
- Builds good relationships with a range of suppliers and external stakeholders to improve service delivery
- Maintains confidentiality

### **Self-management**

- Plans and prioritises work effectively, with the ability to manage complex projects and multiple deadlines
- Takes responsibility for own workload.
- Is solution rather than problem focussed
- Flexible approach when dealing with colleagues and external stakeholders

### **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