



Ending domestic abuse

Lead Trainer and Assessor

Job description

Reports to	Senior Training Lead
Hours	37.5 Hours
Salary	Band G £39,289 to £40,821 FTE
Location	Flexible (home, Bristol office or London office) with regular travel across UK
Contract	Fixed term 6 months until end May 2026
Benefits	A generous package including 25 days holiday a year and public holidays, employee pension scheme with up to 4% employer contribution, childcare voucher scheme, cycle to work scheme, access to 24/7 Employee Assistance Programme (EAP).

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, 8,577 professionals received our training. Over 75,000 adults at risk of serious harm or murder and more than 95,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last six years, almost 3,000 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

Our training programme significantly improves the ability of domestic abuse professionals and other frontline responders and organisations, including police, children's social care staff, and corporate HR and community teams, to identify and respond to domestic abuse and closely linked issues. We take a holistic approach, looking at the whole family and the connections between them to keep families safe sooner, and offer a whole range of training products to develop people who support them, including accredited professional training (e.g. Idva, Ypva), accreditation of specialist DA services (Leading Lights), and bespoke services for public, voluntary and commercial organisations.

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

We are looking for a Lead Trainer to oversee our Non-Accredited courses covering England and Wales. Current training courses include topics such as responding to domestic abuse, employer training, DASH risk assessment, and MARAC chairing – among others. You will also contribute to the development of new training courses in response to emerging needs from specific commissioners, while actively monitoring sector developments to ensure our offerings remain relevant and impactful

As one of SafeLives' Lead Trainers and Assessors you will be part of the SafeLives Training and Development Team, with shared responsibility for developing, delivering and continuing a range of courses from within our suite. More broadly, you will work to ensure that SafeLives' training programmes are in line with our strategic priorities and are of the highest quality, including course development and delivery with external partners and associate trainers.

You will combine teamwork with working independently on a day-to-day basis at home, in SafeLives' Bristol or London office and at training locations.

This role offers a unique opportunity to influence the performance of professionals within the domestic abuse and related sectors at a national level as well as the response of other frontline or first responders in the public, voluntary or commercial sectors, and thus help address the risks faced by victims of domestic abuse.

Key relationships

External

Training commissioners, government departments, and other professionals working with those experiencing domestic and/or sexual abuse. And as also local service providers, wider sector representatives, accrediting bodies including OCN, partner agencies, corporate employers, and academic institutions.

Internal

Head of Training and Development, Senior Training Lead, SafeLives' associate trainers and other internal teams including public affairs, research, evaluation and analysis, practice, innovation, fundraising, communications and marketing.

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.

Responsibilities

1. To lead the development and delivery of training programmes focused on providing an effective response and a range of solutions to victims of domestic abuse and their families, paying particular attention to the needs of people who might otherwise be hidden from services
2. To write and develop materials where victim voice and lived experience are central to learning outcomes for a variety of audiences

3. To write and develop materials and documentation to support the successful delivery of in-room, online or hybrid training, ensuring our learners have a brilliant experience of SafeLives training from beginning to end
4. To facilitate and support the development and delivery of training by SafeLives' associate trainers, working with them to ensure the quality of the courses that they deliver, to support them and to offer feedback as part of our quality assurance process
5. To work with the relevant course coordinator(s) and the marketing team to market and promote our courses, so that course places are filled and/or commissioners book courses/programmes, in line with our income targets
6. To work proactively as part of the Training team to achieve the programme's goals, including:
 - Assisting the Head of Training and Development and/or Senior Training Leads on SafeLives-wide issues relating to the development of our services
 - Ensuring our training courses are inclusive and in line with our Equity, Equality, Diversity and Inclusion goals
 - Representing SafeLives at external meetings where appropriate
 - Assisting negotiation with partner agencies and commissioners in relation to developing and delivering training courses
 - Contributing to conferences, webinars, podcasts and other scheduled stakeholder events
 - Contributing to internal and external team development events
 - Developing and delivering in-house training
 - Project work as and when required
7. To write and contribute to reports and progress updates on the implementation of SafeLives activity
8. To provide an ongoing point of proactive and regular contact with professionals you train directly, and as the SafeLives representative for a variety of training for a full range of stakeholders nationally
9. To contribute to the development of the Training team's operating plan, and explore opportunities for the development of new training offers to meet emerging needs
10. To be responsible for training income and budgets related to the courses you are responsible for, ensuring expenditure on courses is in line with an agreed budget for activities and prepare monthly progress reports
11. To review the evaluation reports of courses they are responsible for and contribute to writing SafeLives reports which reflect all learning gathered throughout the year. To inform the Senior Training Lead of issues that are raised.
12. To maintain an accurate and secure audit trail of all relevant communication
13. To ensure all work is undertaken in accordance with SafeLives' policies and procedures
14. To support the work of SafeLives in whatever way may be reasonably required and uphold the quality of the SafeLives brand

Skills, knowledge and experience

Specialism

1. Experience as a practitioner in either the voluntary or statutory sector working with victims of domestic and/or sexual abuse and their families
2. Knowledge of the domestic abuse sector including legal systems, child protection and advocacy options available to victims of domestic abuse
3. An understanding of public policy as it relates to domestic abuse

4. An understanding of public protection arrangements, the provision of policing, health and social care, and of multi-agency/partnership working, in the UK
5. Completion of the SafeLives Accredited courses, such as Idva, would be desirable

Training and presentation

1. Outstanding training, communication and interpersonal skills, both written and verbal experience of online training
2. Experience of delivering training, including having researched and developed high-quality training/facilitation materials
3. Experience of delivering accredited training and assessment including having a recognised training qualification or equivalent experience would be desirable
4. Experience of writing and presenting information of a high calibre, formally and informally, to a range of audiences
5. Direct experience of making presentations to other agencies about domestic abuse risk management and multi-agency work

People and other skills

1. Very good facilitation skills including an ability to lead a discussion to constructive conclusion and the ability to provide feedback and communicate potential ways forward in a way that provides positive motivation for the audience
2. Sound project management skills, including taking responsibility for and reporting on key operational and financial deliverables
3. Sound IT skills (e.g. Zoom, Word, PowerPoint, Teams and Excel), including use of technology for communication with a geographically dispersed team
4. Experience of working with diverse communities
5. Ability and willingness to work independently, travel as required, manage own time and prioritise effectively whilst also working as part of a team
6. Sound negotiation skills

Competencies

Teamwork and collaboration

- Works effectively as part of a team to deliver shared objectives and to build team spirit
- Supports colleagues in demanding situations, recognises the importance of well-being in self and others, accepts help and support from other team members
- Listens to the views of others

Communication and relationship management

- Builds and maintains good relationships with a range of internal and external stakeholders
- Speaks and writes clearly and effectively and in a timely manner to both internal and external audiences
- Communicates professionally both internally and externally to suit the audience

Delivering Quality

- Achieves objectives ensuring work is delivered to deadline, to a high standard and to budget
- Takes responsibility for own workload, acts on own initiative, seeks feedback from others, evaluates own performance and then acts upon it
- Tries out new ideas and ways of working and identifies and shares learning

Organisational and strategic awareness

- Has a high level of awareness/expertise about DA
- Understands and can describe SafeLives' strategic priorities
- Understands how personal and Training & Development team objectives are aligned to team and SafeLives objectives

Influence

- Inspires confidence and trust in others – demonstrating high standards of integrity, honesty and fairness
- Is committed to empowering others to be the best that they can and actively engages the knowledge, ideas and contributions of others
- Is visible and approachable, taking time to talk to colleagues and support with queries