



Ending domestic abuse

Training Coordinator

Reports to	Senior Training Coordinator
Hours	37.5 hours per week
Salary	£26,799 per annum
Contract	Permanent
Location	Hybrid: Attending the Bristol office on a Thursday at minimum
Benefits	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.

We are the leading specialist trainer on domestic abuse in the UK, offering a wide range of courses and cultural change programmes — including accredited training (such as the Idva and Idaa programmes) — to organisations across the public, voluntary, and private sectors.

We take a broader approach to workforce development — thinking about the types of roles, organisations (including those set up by and for the communities they serve), and people who should be involved in preventing and responding to abuse. Our court advocacy work in Scotland is one example of this wider approach.

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 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 recruitment opportunities to allow for movement to other parts of the organisation.

Key Purpose of the role

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

Responsibilities

Working with Lead Trainers & colleagues to coordinate the logistics of training delivery, you will:

- Respond to learner, commissioner and partner emails in a timely way and manage your inbox efficiently
- Serve as the first point of contact by answering and managing daily phone communications, including calls from the public
- Manage financial tasks such as invoicing, checking credit card payments, and verifying incoming invoices (weekly)
- Schedule associates for training delivery and book the travel, accommodation and Zoom / Teams meetings
- Process course applications, waiting lists and subsidies using Arlo (online bookings software)
- Send all necessary course information and updates to learners, colleagues and associates both digitally and physically
- Be available to support trainers and learners on the day of training and resolve any issues
- Provide tailored support for learners with additional needs
- Create Microsoft Forms feedback forms and evaluation reports
- Work flexibly with the team to resolve problems and cover workloads as appropriate

To keep accurate records and ensure data protection compliance you will:

- Update Outlook calendars and spreadsheets (for delivery, accruals, impact measures, expenses)
- Save documents to SharePoint
- Work with finance to track payments
- Update the WordPress website

If you are part of the accredited team, you will also:

- Track learners' accreditation progress (course applications, worksheet submissions, plagiarism checks, accreditation with OCN)
- Manage resources on Moodle & Turnitin
- Support learners with registrations, logins, grades, certificates, and extensions

Finally, you will:

- Engage in a constructive and effective way with all survivors of abuse, through calls to the office, Pioneer interaction, with colleagues and any other interaction we have in our day-to-day work.
- Undertake any other duties as may reasonably be required.

Core Skills

- Strong customer service
- Good administrative skills

- Attention to detail
- Confident using Microsoft Word, Excel, PowerPoint

You are someone who:

- Supports SafeLives' mission and goals
- Organises your time well and meets deadlines
- Solves problems and uses your initiative
- Works well in a team and builds good relationships
- Communicates clearly and professionally
- Handles sensitive information with care