



Training & Engagement Coordinator (Scotland)

Reports to Senior Training & Engagement Coordinator (Scotland)
Hours 22.5 hours per week (3 day week)
Salary £28,087.63 - £29,183.06 Pro Rata
Contract April 2026 with possibility of extension
Location UK-based, remote (with occasional fully imburSED travel in Scotland and wider UK and, where candidate is England-based, expected occasional working from Bristol office)

Benefits		
34 days holiday inc public holidays	Flexible working eg compressed hours	Cycle to work scheme
Eye Care Vouchers	Pension scheme with 4% employer contribution	Childcare Vouchers
Employee Assistance Programme	Clinical Supervision	Holiday Purchase Scheme to buy up to an additional 5 days
Enhanced Family leave Policies	Enhanced Sick pay	Professional Development Fund
Individual learning budget	Restorative Practice Training	Time Off In Lieu

About SafeLives

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.

Role summary

SafeLives is very proud of its reputation for high quality training and operational programmes, and your role in maintaining our standards for learners and stakeholders will be vital.

As a Training and Engagement Coordinator to the Scotland Team, you will provide effective and efficient co-ordination of resources and support, primarily related to our accredited courses, [Idaa](#) and [DACA](#), as well as our open course and bespoke training, when capability allows. You will work alongside the Training Lead and Senior Training and Engagement

Coordinator and occasionally help support with our Safer, Sooner and Authentic Voice operational work.

This role is integral to our providing quality training across Scotland, influencing and enhancing the approach of professionals who come into contact with domestic abuse.

You will be responsible for organising the logistics around our suite of training and learning tools. You will also support our wider operational work, particularly through our Safer, Sooner programme, to ensure that SafeLives' reaches a wide range of audiences locally and nationally, both online and face-to-face. This will entail working with the wider Scotland Training team to organise and execute events such as network meetings, forums, webinars, focus groups, etc. You will also support with work to manage our external communication, such as with our team Inbox, newsletters, bulletins and social media.

This role contributes to Equally Safe priorities and is linked to a broader set of work across the VAWG sector in Scotland that seeks to galvanise whole system improvement for those experiencing domestic abuse. The role is also closely aligned to SafeLives' Whole Picture Strategy, and our 'everybody's business' messaging.

Key duties and responsibilities

You will work closely with the Training Lead and Senior Training & Engagement Coordinator to assist in the development and planning process for delivery of accredited courses primarily, and where time allows, open and bespoke training.

Regarding accredited courses, your main roles will be to support training delivery through a) preparation before course, b) support to learners and the team during course, and c) evaluation and post-course wrap up.

Regarding the training more generally, and across accredited, open and bespoke courses, we anticipate that you will be:

- Developing good working relationships with associate trainers, steering group members and our client organisations
- Setting up meetings, creating and monitoring work-plans, diary management, and accommodation/travel management, researching and agree rates (for venues/catering/etc).
- Supporting administration of bespoke bookings and completing relevant paperwork
- Processing open course and accredited bookings and managing course application; work with the communication team to ensure that your courses are advertised when needed, keep track of approved applications, waiting list and subsidies
- Sending pre-course information, distributing training materials to learners and trainers, and assist with any enquiries that they might have
- Updating learner spreadsheet trackers, logging attendance and assessment submissions to feedback to assessment team
- Checking assessment submissions for potential plagiarism, flagging any issues and monitoring progress of investigations
- Providing ongoing support for all learners throughout the training and assessment process, especially those with additional support needs, responding appropriately, with consistency and dignity
- On the day of the training, (face to face or online) assist trainer with logistics and support
- Collate evaluation from learners and feedback to relevant others post training
- Maintaining 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

- Maintaining training accreditation with relevant awarding bodies
- Collate accurate internal recording and reporting of training delivery, including KPIs
- Supporting regular team meetings, minuting updates, and tracking actions

You will also work alongside the Multi-Agency Leads to facilitate our engagement work with professionals across Scotland – this will include the following; contributing to the successful delivery of the Safer, Sooner project by attending Ops Meetings (monthly) and supporting with engagement activities, including focus groups, network meetings and forums, etc, and cross team sharing of Training expertise.

You will be a valued colleague to the Scotland team, attending relevant team meetings and events. From time to time, you will undertake any other duties as may reasonably be required (by the Scotland team).

You will also engage with others across the whole organisation, including the SafeLives Training Team (wider UK), to support and contribute to a shared vision to end domestic abuse.

Person specification

Essential (E)

Desirable (D)

Experience

1. Experience of working in a projects-based team E
2. Experience in training/event coordination E
3. Experience dealing with customers / general public E
4. Experience of working with Teams and Zoom D
5. Experience dealing with accredited bodies (eg OCN, SQA) D
6. Experience with the use of e-learning technology eg Articulate and Storyline D
7. Experience with the use of online learner management systems eg Moodle and Arlo D
8. Experience with plagiarism software e.g. Turnitin D

Skills

1. Good customer service skills, including experience of issue management E
2. Advanced skills in Microsoft 2010- in particular Word, Excel and PowerPoint E
3. Attention to detail E
4. Administrative Skills E
5. Demonstrable ability to give clear instructions and explain procedures E
6. Compiling clear and concise meeting minutes D

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

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 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.