



# Training Team - Training Coordinator

<b>Reports to</b>	Operations Manager, Training Team
<b>Hours</b>	37.5 hours per week
<b>Salary</b>	£19-23,000
<b>Contract</b>	Permanent
<b>Location</b>	Bristol (with occasional travel across UK)
<b>Benefits</b>	A generous package including 25 days holiday a year and public holidays, Employee Assistance Program, employee pension scheme with 4% employer contribution, cycle to work scheme

## Purpose

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

## Position context

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.

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 has recently been appointed to deliver DA Matters in Scotland which will train 14,000 Police Scotland officers in identifying controlling behaviours to support the introduction of the new Domestic Abuse (Scotland) Act.

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

The Training Coordinator will support direct training activities across all SafeLives' training programmes.

## Responsibilities

1. Work closely with the programme's lead trainers to assist in the development and planning process for delivery of training and meetings, creating and monitoring work-plans, diary and travel management
2. Create a yearly training calendar and co-ordinate all related logistics (booking trainers, guest speakers, learner management, venues, catering, accommodation, travel)
3. Formatting and proofing of supporting materials and manuals for printing, and liaising with lead trainers to create a yearly calendar for printing manuals and negotiation of costs.

4. Provide on-going support for learners throughout the training and assessment process, including close monitoring of course work submissions to ensure learners can attend training; administration of registering learners; recording results with the Open College Network within specified timeframes.
5. Maintain accurate recording and reporting of training/project delivery, including budgets, for both internal and external stakeholders
6. Assist Operations Manager to research and source venues/accommodation and agree rates within set budgets
7. Work with the Resource Co-ordinator to help produce (printing, photocopying, collating) and distribute materials to the appropriate parties within specified timelines
8. Administrate and respond to email and telephone helpdesk requests from external key stakeholders and organisations
9. Contribute to improving the learning and accreditation programme's co-ordination and administration by establishing/maintaining/reviewing/updating operational procedures
10. Maintain the online learning centre (Moodle) and Arlo (event management software) with information relevant for training courses/accreditation programme and update relevant SafeLives webpages
11. Create and maintain the online e-learning SCORM packages with Articulate
12. Be the lead on the Accessibility Project which aims to make SafeLives training accessible to everyone.
13. Maintain and develop good working relationships with SafeLives' associate trainers and partner agencies
14. Undertake any other duties as may reasonably be required.

## Person specification

### Experience

1. Experience of working in a projects-based team
2. Experience in training/event co-ordination
3. Experience with the use of online learner management systems (experience of administrating such systems (ideally Moodle and Arlo) would be desirable)
4. Experience with the use of e-learning technology (experience of administering such systems – ideally Articulate – would be desirable)
5. Experience of working with customer relationship management (CRM) systems

### 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. Ability to give clear instructions and explain procedures

### Competencies

#### 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**

- Uses appropriate techniques to influence others
- 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