

Job Description: Training Co-ordinator



Job title:	Training Co-ordinator
Grade:	NJC Scale 18-25 (£25,419- £30,095) (pro rata)
Contract end date:	Fixed term contract ending 31/03/2023 with the possibility of extension, subject to funding
Annual Leave:	27 days per annum (pro rata)
Responsible to:	Head of Operations
Location:	Office base at our central Manchester headquarters and potentially at other 42 nd Street locations across Greater Manchester
Hours of work:	30 hours per week (4 days)
Job Summary:	<p>42nd Street's vision is for inclusive, accessible mental health and wellbeing support and opportunities for all young people.</p> <p>Our shared mission is to support young people aged 11-25 years with their emotional well-being and mental health by offering a choice of effective, creative, young person-centred and rights based approaches. By demonstrating local impact with national significance, we drive meaningful change that makes a positive difference to the lives of young people.</p> <p>You will be responsible for the promotion, booking, administration, evaluation and logistical arrangements for local, regional and national cross-sector training delivered by 42nd Street. Our professional training packages that will be promoted will include our training for artists, trauma and de-escalation, working with LGBTQ+ young people, working with young black men, online therapeutic support to name a few, all of which are highly rated by participants for knowledge and impact on practice.</p> <p>You will support in the production and ongoing development of our systems including bespoke marketing materials, working to a marketing plan and implementing an engagement strategy and booking systems. You'll also organise travel/accommodation and refreshments for training courses where needed, build relationships and pro-actively grow our contacts and client database locally regionally and nationally and oversee the evaluation and analysis of the training packages.</p>
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KEY TASKS:

1.0 SPECIFIC TO THE POST HOLDER

- 1.1 Develop and implement a marketing plan for the delivery of training packages and opportunities locally, regionally and nationally.

- 1.2 Develop relationships with stakeholders to promote training packages across health and social care, Voluntary Community and Social Enterprise, Business, communities of identity and interest, geographical communities and arts, cultural and heritage sectors.
- 1.3 Maintain and manage relationships with stakeholders and maintain a database of contacts and clients.
- 1.4 Develop training materials and packages with key delivery staff at 42nd Street to ensure high quality and consistency.
- 1.5 Develop and implement promotion and booking systems for training packages and plan/create multi-media communications materials.
- 1.6 Liaise with trainees, trainers and venues to co-ordinate training sessions and opportunities.
- 1.7 Develop 42nd Street's training brand locally, regionally and national to ensure brand consistency.
- 1.8 Support the development, management and update of training related content for the 42nd Street website(s) and social media accounts.
- 1.9 Co-develop evaluation frameworks for training packages and opportunities and analyse and report on the feedback and findings to inform continuous improvement.
- 1.10 Contribute to the ongoing review of our pricing structure for training packages to ensure we are both competitive, aligned to market rates whilst being financially accessible to a range of participants.
- 1.11 Work at our Manchester headquarters and potentially at other 42nd Street venues across Greater Manchester, dependent on the needs of the Charity.
- 1.12 There will be some need for local, regional and national travel.

2.0 SHARED WITH ALL STAFF:

- 2.1 Ensure that the values and principles underlying the organisation's mental health and emotional well-being support with young people are maintained and developed. These include an active commitment to anti-discriminatory practice and ensuring that services are accessible to those young people who are often excluded from such services, for example, black young people, disabled young people, gay, lesbian, bisexual and trans young people.
- 2.2 Be aware of and ensure compliance with legal requirements and internal policies with particular reference to information governance, data protection, confidentiality, health and safety, and safeguarding children and vulnerable adults.
- 2.3 Ensure the maintenance of standards of practice according to 42nd Street and any regulating, professional and accrediting bodies (e.g. BPS, HSCIC, UKCP, BABCP).
- 2.4 Contribute to the development of 42nd Street through active involvement in team meetings, consultations and other relevant systems and structures.
- 2.5 Maintain all relevant information systems including monitoring and evaluation, recording HR and personnel systems.
- 2.6 Participate in managerial supervision and have an active involvement in professional development opportunities at 42nd Street.
- 2.7 Maintain safe systems of work at all times and take care of your own safety, and that of colleagues and others who may be affected by your activities.
- 2.8 Undertake any other duties that may be required which are commensurate with your role.
- 2.9 Undertake any requests made by the Leadership Team at 42nd Street that is relevant to this post.
- 2.10 Provide some of your work at times other than office hours depending on the operating times of partners and the needs of the charity; this could include evening and weekend work.

The main responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with the post-holder, the duties may change from time to time to reflect the changing needs of the service.

Person Specification: Training & Events Co-ordinator

Note to applicants: The ideal post holder should meet all the essential requirements detailed below. Consideration will be given to desirable requirements if there are more than 6 candidates who meet all the essential requirements. With reference to the requirements under **item 4** where it is referenced 'application' it is sufficient to **indicate agreement** to commit to the identified professional areas.

SELECTION CRITERIA	METHOD OF ASSESSMENT	ESSENTIAL	DESIRABLE
1. Training, Qualifications & Experience			
The successful candidate will have:			
a) A minimum of 2 years' experience in an administrative/ marketing role.	✓ Application ✓ Interview	x	
b) Experience of Project Management.	✓ Application ✓ Interview		x
c) Experience of effective stakeholder management.	✓ Application ✓ Interview	x	
d) Experience of developing and delivering training packages.	✓ Application ✓ Interview		x
e) Experience of using multiple communication channels to a variety of audiences.	✓ Application ✓ Interview	x	
f) Experience of using a range of digital software to ensure a data-driven approach to marketing, accessible participant experience and feedback mechanisms and analysis of impact.	✓ Application ✓ Interview	x	
g) Experience working in the VCSE, young people, or creative industries sectors	✓ Application ✓ Interview		x
2. Knowledge			
The successful candidate will be able to demonstrate knowledge and understanding of:			
a) Knowledge of approaches to monitoring, impact and evaluation, including use of digital software.	✓ Application ✓ Interview	x	
b) Accomplished computer skills including word processing, email, excel and publisher.	✓ Application	x	
c) Some understanding and curiosity to better understand different sectors in relation to mental health and well-being including health and social care and arts and culture.	✓ Application ✓ Interview	x	
3. Skills & Abilities			
The successful candidate will have:			
a) Extremely strong communication skills including telephone, verbal, written and social media.	✓ Application ✓ Interview	x	
b) Strong multi-tasker, with the ability to manage deadlines.	✓ Application ✓ Interview.	x	
c) Work both independently and as part of a team to achieve goals.	✓ Application ✓ Interview.	x	
d) Plan, organise and prioritise own workload and manage time effectively.	✓ Application ✓ Interview.	x	
e) Experience of using a range of Adobe applications.	✓ Application ✓ Interview.	x	
f) Experience of using content scheduling platforms.	✓ Application ✓ Interview.	x	
g) Experience of using Content Management Systems.	✓ Application ✓ Interview.	x	
h) Experience of coding.	✓ Application		x

	✓ Interview.		
4. Professional Commitment			
The successful candidate should be able to demonstrate commitment to:			
a) Ensuring that issues of equality and a respect for diversity is reflected in all aspects of work.	✓ Application ✓ Interview	x	
b) Recognition of the need to be accountable for work through supervision, performance management and other relevant processes.	✓ Application ✓ Interview	x	
c) Work as part of a team, contributing to 42 nd Street's effectiveness, quality of services, skills and expertise.	✓ Interview	x	
d) Commitment to some evening and weekend work and local, regional and national travel.	✓ Application	x	