

Training & Practitioner Engagement Coordinator



Role Type	Full time (35 hours per week). Flexible-Hybrid
Location	Camberwell, London SE5 and Home-based
Remuneration	£26-29,000 per annum (depending on experience)
Reports to	Director of Training & Development
Job Description	<p><u>Primary Objectives</u></p> <ol style="list-style-type: none"> 1. Ensure that conflict resolution service teams have access to high quality training & practitioner resources. 2. Support effective planning and delivery of training, development & programmes and events. 3. Support the recruitment, retention and development of mediation & restorative justice practitioners. <p>Training will include:</p> <ul style="list-style-type: none"> ▪ Internal and external training sessions ▪ 1-2-1 and Group Supervisions <p>Practitioner Engagement will include:</p> <ul style="list-style-type: none"> ▪ Mediators and Restorative Justice Practitioners <p>Calm Mediation Services will include:</p> <ul style="list-style-type: none"> ▪ Restorative Justice ▪ Neighbour Mediation ▪ Community Mediation ▪ Youth Mediation ▪ Family Mediation (divorce & separation) ▪ Extended Family and Elder Mediation ▪ Workplace Mediation <p><u>Duties and Responsibilities</u></p> <ol style="list-style-type: none"> 1. Coordinate Training courses <ol style="list-style-type: none"> a) assist with design and ongoing development of courses b) support promotion, delivery and evaluation of sessions c) efficient use of the administration systems (online and offline) d) maintain awareness of new educational and training techniques and methods e) prepare reports including outcomes of development and training f) assist with production of social media, newsletter, other promotion & information outputs g) keep records & maintain best practice for data, safeguarding & risk assessment h) monitor income/expenditure within budgets and compliance with relevant memberships

	<p>i) seek potential funding opportunities for the service</p> <p>2. Engage and maintain Practitioner Panels -recruit volunteer practitioners -assist the Training Panel</p> <p>3. Maintain the annual Training Schedule, including frequency, topics, presenters, venues, attendee enrolment & needs.</p> <p>4. Deliver Training a) Assist with design and delivery of high quality workshops in conflict resolution, online and in-room b) Design, develop and review course materials for trainers and delegates. c) Support identification & fulfilment of Practitioners' development needs including coordination of the Supervision Programme d) Administration to deliver Continuing Professional Development (CPD) points' registration and certification e) Oversee the steps for delegates' practical and written work to be assessed in line with accreditation requirements f) Other activities required to deliver quality training courses, including venue sourcing</p> <p>5. Support the objectives of Calm Mediation a) Attend and contribute to staff and team meetings b) Work collaboratively with colleagues to ensure Calm operates effectively c) Establish and maintain effective relations with external organisations and individuals to promote Calm Mediation's services</p> <p><u>Location</u> 92 Camberwell Road, SE5 0EG and remote working at your primary residence and at such other places as required for the satisfactory discharge of your duties, now or in the future.</p>
<p>Person Specification</p>	<p><u>Essential Skills</u></p> <ul style="list-style-type: none"> ➤ Enthusiasm for training and supporting emerging talent ➤ Positive and enthusiastic attitude with a commitment to excellence and innovation ➤ Excellent administrative skills including diligence with datasets and experience of online systems such as Salesforce, Microsoft 365, Canva, Eventbrite, Zoom ➤ Knowledge of a variety of training methods e.g. coaching, workshops, classroom, e-learning programmes

	<ul style="list-style-type: none"> ➤ An understanding of the needs and nuances of running a successful volunteer programme including being a leader, enabling and empowering individuals ➤ Excellent verbal and written communication skills including report writing ➤ Ability to manage multiple priorities and meet deadlines ➤ Attention to detail and critical thinking skills ➤ Commitment to championing representation and inclusion at every level of the organisation, including proactively engaging with varied learning & support needs. ➤ Proven ability to collaborate with people from a wide range of backgrounds <p><u>Desirable Skills</u></p> <ul style="list-style-type: none"> ➤ Training qualification: Level 3: Award in Education & Training (AET), Training for Trainers, or equivalent ➤ Mediation, Restorative Justice or conflict resolution trained ➤ Experience of working across different teams ➤ Experience developing and implementing training programmes, workshop presentation, and leading programmes with large numbers of participants ➤ Experience of fundraising ➤ Experience of creating & monitoring frameworks, evaluating activity 	
	Annual Leave – 25 days per annum	Benefits: EAP, free DBS