

STALKING TRAINING & CONSULTANCY DEVELOPMENT MANAGER

Location: London – Hybrid Working.

Reports to: Director of Business Development and Partnerships.

Part of: Commercial and Fundraising Team.

Hours: 21 hours per week. This is a part-time role (3 days/week) but may be scope to increase to full-time with additional training delivery

Salary: £35,000 - £39,140 for full-time equivalent (£21,000 - £23,484 pro-rated for 3 days/week), depending on experience.

We will be reviewing applications as they come in and we may close the vacancy once a suitable candidate is identified. Please send CV and covering letter to recruitment@suzylamplugh.org.

ABOUT SUZY LAMPLUGH TRUST

The post of Stalking Training & Consultancy Development Manager represents a unique opportunity for a pre-emptive, results-driven, and resilient candidate to join the UK's founding personal safety charity and leading authority on Stalking.

The Suzy Lamplugh Trust was born out of the tragic story of Suzy Lamplugh, a 25-year-old estate agent who went missing whilst at work in 1986, was never found, and was eventually declared deceased in 1993. The Trust was set up in Suzy's name to empower individuals and organisations to make a stand against all forms of abuse, aggression, and violence, across their personal and professional lives.

You will be working for a growing charity that delivers high value impact to its beneficiaries, through its legacy, integrity, and credibility. We are an organisation that has been responsible for the education of millions of lone and frontline workers across all sectors for over three and half decades, has campaigned heavily and played a pivotal role to drive changes in the law, has supported over 70,000 victims and survivors of stalking since the inception of its National Stalking Helpline service in 2010, and has always had the aim of tackling violence against women and girls at the core of what it does.

You will have the opportunity to work with a professional, highly experienced, motivated, innovative, and consultative sales team, and will benefit from significant learning and developmental opportunities to advance your sales career.

COMPANY BENEFITS

The Suzy Lamplugh Trust offers a variety of exciting opportunities to learn, develop and grow in your career, through high quality initial training and continuous professional development.

Your voice is key to shaping the future of the Trust, through active staff engagement in the operational and strategic direction of the trust.

We recognise your value to help us deliver our vision of a society in which people are safer and feel safer from violence and aggression; we want people to be able to live life to the full.

To this end we offer all our employees a good benefits package including:

- Competitive salary.
- Commitment to ongoing training and development of staff.
- Hybrid working (40% in the office).
- Flexitime Policy.
- 28 days annual leave (increases after 3 and 5 years to a maximum of 33 days pro rata) + public holidays.
- Special leave for life events.
- Pension scheme with 5% employer contribution.
- Health & Wellbeing App with access to advice, counselling, legal support, and a wide range of discounts.
- Occupational Sick Pay (which increases after 3 years).
- Cycle to Work scheme.
- Interest-free travel loan for annual season ticket.
- Regular all-staff off-site meetings and events.

PURPOSE OF JOB

- To deliver a range of stalking training courses to Trust clients, work with internal experts to ensure course content is kept up to date, provide consultancy project support, and collaborate with a range of statutory and non-statutory clients and stakeholders.
- To support the Commercial Stalking Lead in generating new and repeat business through managing relationships with internal and external stakeholders.

DUTIES AND ACCOUNTABILITIES

- Be an ambassador for The Suzy Lamplugh Trust, understand the organisation's mission, vision, and values, and keep up to date with the latest developments in the VAWG sector and the stalking landscape.
- Deliver a range of existing accredited or non-accredited stalking training packages.
- Work with clients to ensure training sessions meet deliverables agreed, leading to effective learning outcomes and positive impact for delegates.
- Work with internal stakeholders and experts to design and develop new content, or update existing content as part of annual quality assurance processes.
- Work with Trust colleagues and external clients on managing bespoke consultancy work.
- Work with clients where necessary to carry out needs assessments and propose matching solutions to client requirements.
- Develop and maintain relationships, network with potential and existing clients for the benefit of the Trust and monitor sector news and developments to spot growth opportunities.
- Report to the senior management team on outcomes and "lessons learned" after successful delivery of projects, including delegate commissioner feedback.
- Work with the commercial team and prospective clients to determine the most effective training or consultancy solutions.

- Support the commercial and policy teams in marketing and promotion of the stalking product set, using current systems and services.
- Monitor on an ongoing basis public enquiries, inquests, or investigations conducted by organisations such like the IOPC to ensure recommendations are considered and where necessary implemented into training materials.
- Always adhere to The Suzy Lamplugh Trust's policies and procedures, monitoring the effectiveness of existing approaches and protocols for consistency in good practice and retaining the Trust's credibility and competitive edge.
- Any other duties as reasonably requested by the Senior Management Team or Director of Business Development and Partnerships.

INCOME GENERATION, NETWORKING AND CLIENT RELATIONSHIP MANAGEMENT

- Grow a robust understanding of the Suzy Lamplugh Trust's marketplace for stalking training and consultancy, by understanding the current client portfolio.
- Work across all frontline VAWG victim support services and CJS agencies to address their training needs and challenges, securing training contracts.
- Understand and use the existing product range, marketing collateral and communication frameworks to effectively position the Trust with potential buyers.
- With support from the wider team, network with and manage clients to maximise sales of Suzy Lamplugh Trust stalking products, including training and consultancy exercises.
- Work with the wider commercial team to support the implementation of the existing marketing strategy for Trust products, tracking progress and impact.
- Monitor development of customer relationships, planning, and tracking sales opportunities to secure new leads with support from the wider commercial team.
- Ensure all clients are provided with excellent end-to-end service, taking responsibility for relationship management, and ensuring that key accounts are provided with incentives to grow and further develop their relationship with the organisation.
- A degree of flexibility in terms or work patterns, ensuring the Trust can accommodate client training requests.
- Represent Suzy Lamplugh Trust at events including networking events and conferences, presenting, and speaking publicly about the Trust's training and consultancy offer as required.

PERSON SPECIFICATION SKILLS, KNOWLEDGE, AND EXPERIENCE

ESSENTIAL

- Three years or more experience of working within the Violence Against Women and Girls (VAWG) sector at a senior level. (shortlisting)
- Detailed knowledge of stalking with experience of providing case oversight and supervision.
- Experience in delivery of other training in VAWG sector.
- Excellent communication skills, written and oral – good knowledge of body language. (shortlisting)
- Excellent organisational skills.
- Ability to work independently and as part of a team, manage own time and prioritise workload, and use own initiative.
- Ability to work outside office hours as reasonably required.
- Some travel will be required with occasional overnight stays.

DESIRABLE

- Experience of working with and delivering training to CJS agencies and other professional frontline non-statutory victim support services. (shortlisting).
- Strong stakeholder management skills with internal and external contacts. (shortlisting)
- Experience of delivering advocacy training (shortlisting)
- Knowledge of different learning styles, how these impact on delivery, and how to mitigate against this in a live session. (shortlisting)
- An awareness of the impact of stalking and how this may present during training.
- Detailed knowledge of the VAWG commissioning landscape, and experience of working with commissioners to commission training. (shortlisting).
- Ability to develop bespoke projects depending on requirements from client (shortlisting).
- Ability to speak in public with confidence.
- Teaching Qualification which can include:
 - Level 3 Award, Level 4 Certificate or Level 5 Diploma in Education and Training
 - Bachelor of Education (BEd)
 - Certificate in Education (Cert Ed)
 - Preparing to Teach in the Lifelong Learning Sector (PTLLS)
 - Certificate in Teaching in the Lifelong Learning Sector (CTLLS)
 - Diploma in Teaching in the Lifelong Learning Sector (DTLLS)
 - City & Guilds Further and Adult Education Teaching Certificate
 - Postgraduate Certificate in Education (PGCE)

IT Skills

- Microsoft Office: Efficiency in use of Word, PowerPoint, and Excel.

PERSONAL CHARACTERISTICS

- **Analytical and thorough:** To be able to identify market trends, plan and execute ways of responding to those trends and analyse the effectiveness of our approach, adjusting as necessary (s)
- **Attention to detail:** whether producing proposals for new business or forecasting future income, the post holder will need to demonstrate a high level of accuracy (s)
- **Committed to the aims and values of Suzy Lamplugh Trust:** It is expected that all staff uphold and reflect the ethos of the Trust in all their work
- **Hardworking:** As a small charity, our success depends on the hard work of all our people
- **Approachable:** An open, friendly approach is critical to the team spirit
- **Tactful and diplomatic:** the post holder will need to be able to negotiate with internal and external stakeholders and customers alike
- **Committed to equality and diversity**