

JOB DESCRIPTION:



Children and Young People Training Coordinator

- Location:** Remote (UK based)
- Salary:** £29,450.00 per year (plus Inner London Weighting if applicable)
- Length of contract:** 37 hours per week, fixed term until 31st March 2025
- Reports to:** Children and Young People Services Manager

Please note that we do not invite enquiries from recruitment agencies.

Main Purpose of Post

Responsible for developing and running the effective implementation and maintenance of administrative structures, systems, and processes. This role supports the Children and Young People (CYP) team with the daily functions that are necessary to enable the CYP work (What Works and Expect Respect programmes) to run smoothly and includes the effective and strategic support for training structures by being the key contact for external coordination with schools and the assistance of training delivery.

Duties and Key Responsibilities

Coordination

- Be the first point of contact and manage communication and coordination with Expect Respect Advocates, schools/educational bodies, consultants, and other external contacts requesting and receiving support and information from Women's Aid about CYP programmes or any CYP contracted work through the official CYP inbox.
- Facilitate communication and coordination within the CYP team and with different departments, ensuring deadlines are met.
- Efficiently manage correspondence, follow-ups, and established protocols throughout the entire process of CYP programme implementation (preparation, execution, and post-delivery).
- Develop and implement a well-structured, and carefully organised tables/sheets for delivery arrangements, timelines, etc. for both schools and training officers, ensuring seamless programme delivery.

Operational Support

- Support with CYP work-related financial requirements such as processing invoices, uploading purchase orders and any other finance-related support.
- Facilitate, follow up and process any logistical work for the CYP team.
- Organise meetings, events, conferences, appointments, and manage the CYP team calendars.
- Maintain and update databases, records, and files to ensure that relevant information about the CYP work is organised, recorded in our CRM and SharePoint, kept up to date, is accurate, meets deadlines and is accessible to relevant team members.
- Handle and organise all administrative tasks, such as booking accommodations, transportation, business accounts, company credit cards, and any other work-related arrangements, to ensure the CYP team's smooth operations. All while ensuring cost management is efficient for these expenses and is in line with WA financial policies and procedures.
- Liaise and provide IT and any other technical support to the CYP team when they are delivering training remotely.
- Address operational issues promptly and escalate as necessary.

General Responsibilities

- Support the development and implementation of safeguarding processes where necessary.
- Maintain an intellectual property/licencing register specifically in relation to CYP materials in conjunction with the GDPR lead within the organisation.
- To keep management and other relevant staff up to date on all project delivery issues.
- To maintain clear and adequate records of CYP implemented work and to produce reports on work programmes and activities as required by the management.
- To contribute to team meetings and priorities, and to participate in supervision and other line management meetings.
- To take direction on projects and priorities from your line manager, which may vary from time to time.
- To carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- To be flexible within the broad remit of the post.

Other

- Based remotely, this job may involve occasional travel throughout England.
- Occasional unsociable hours are also required.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> No formal qualifications are required for this role. 	<ul style="list-style-type: none"> Evidence of relevant learning is advantageous.
Knowledge	<ul style="list-style-type: none"> A basic understanding of the nature and role of national Women's Aid and Member services. Knowledge of data protection and confidentiality issues in relation to databases. A basic understanding of the safeguarding risks that are present when working with children and young people. A basic understanding of intersectionality and diverse workplace. An appreciation of the role as a representative of Women's Aid England and the need to always maintain the reputation of the organisation. 	<ul style="list-style-type: none"> An understanding of the effects and impacts of domestic abuse on survivors of abuse and sensitivity to the impact on women and children and young people. An understanding of the gendered nature of domestic abuse and the value of women led services, including services led by and for Black and minoritized women. An understanding the need for prevention education work to educate children and young people about domestic abuse. An understanding of the barriers faced by children and young people to accessing support when experiencing abuse.
Experience	<ul style="list-style-type: none"> Result -oriented approach to work tasks, requirements, challenges and priorities. Strong organisational and time management skills. Experience of co-ordinating project work within a team and individually to meet deadlines and targets. This involves organizing tasks, setting priorities, meet targets. Experience of providing excellent customer service, handling inquiries, addressing concerns, and maintaining positive relationships with stakeholders. Familiarity with various computer packages including internal and external 	<ul style="list-style-type: none"> Experience working in a charity environment. Experience and knowledge of working with children and young people in an educational environment.

	<p>email, Internet access and databases, preferably in an Office365 environment.</p> <ul style="list-style-type: none"> • Experience in writing accurate and comprehensive meeting notes and minutes, project briefings and experience of developing and supporting the compilation of reports aids in effective project reporting. • Experience of using/managing online and/or electronic information and data collection systems. This includes utilizing relevant software and tools to efficiently gather, organize, and store project-related data. • Experience in liaising with a diverse range of stakeholders and successfully managing stakeholder relationships. • Demonstrated experience in organising and structuring own workload efficiently to meet project deadlines, manage multiple tasks simultaneously and recommend solutions or opportunities for improvement in own area of responsibilities. 	
<p>Skills</p>	<ul style="list-style-type: none"> • Ability to work in multiple projects within set timelines in a dynamic environment, with adaptability to accommodate shifting circumstances and conflicting priorities. • Demonstrated ability to handle unexpected challenges or modifications to project plans with flexibility and ease. • Ability to discern personal training and development requirements and effectively communicate them and work on them with the line manager. • Problem-solving focused: <ul style="list-style-type: none"> -Tackle operational challenges proactively and elevate them as needed. 	<ul style="list-style-type: none"> • Ability to analyse complex information, problem solve and communicate findings effectively.

	<p>-Generate innovative solutions to streamline processes and enhance overall efficiency.</p> <ul style="list-style-type: none"> • Collaborative approach with team members and fostering a positive team dynamic. The ability to work well with others and support team members is essential for successful project coordination. • Self-awareness and ability to work in a diverse environment. • Excellent oral and written communication skills, with a wide range of internal teams and external stakeholders. • Organisational skills and the ability to work to a high standard of accuracy. • Ability to work on own initiative: initiate, plan and prioritise work, work to tight deadlines and respond to urgent unplanned demands. • Ability to give constructive feedback. • Proficient in Microsoft Office, word-processing, Access, and spreadsheets, preferably in a Windows-based environment, and in the use of Email and the Internet. 	
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Behavioural Competencies

<p>Accountability</p>	<ul style="list-style-type: none"> • Cooperates in collective decision-making and takes responsibility for own actions, decisions, and deliverables. • Takes ownership for mistakes and refocuses efforts when necessary. • Holds self and others accountable for reaching short and long-term goals. • Self-imposes high standards of excellence, rather than having standards imposed.
<p>Collaboration & Teamwork</p>	<ul style="list-style-type: none"> • Relates well to people at all levels. • Aligns personal work and performance with the broader team to achieve mutual outcomes. • Fosters teamwork: works to build relationships within teams and bridge the gaps between departments.

	<ul style="list-style-type: none"> • Supports and cares for others, and addresses issues disrupting team functioning and harmony.
Communication	<ul style="list-style-type: none"> • Proactively communicates; informs others of what they need to know and capably articulates thoughts and ideas clearly and concisely via verbal and written communication. • Actively listens, consults others, and takes feedback on board. • Communicates using appropriate tone and language. • Has the ability to persuade, negotiate, and build support for own initiatives.
Innovation & Entrepreneurial Spirit	<ul style="list-style-type: none"> • Seeks organisational improvement; promotes efficiencies in every area of their work. • Identifies problems and implements solutions, including trying new and different approaches. • Demonstrates commercial understanding, including awareness of sector trends/changes, and uses financial information to guide decisions. • Identifies business opportunities for the organisation, which may include opportunities for income generation, cost-savings, or added value.
Resilience	<ul style="list-style-type: none"> • Deals with ambiguity, maintains effectiveness and modifies behaviour accordingly when experiencing major changes in work tasks or environment. • Supports change initiatives and focuses on the beneficial aspects of change e.g. opportunities for learning or growth. • Manages disagreements with tact and diplomacy. • High level of emotional intelligence; understands how their behaviour can affect the wider team and demonstrates a proactive approach to managing and moderating their emotions in the workplace.

Benefits

- **Generous Annual Leave:** 25 days, rising to 30 with long service, plus the usual 8 bank holidays.
- **Extra Leave Days:** Celebrate International Women's Day and the Tuesday after the August bank holiday.
- **Valuable Pension Benefits:** Join Women's Aid pension scheme with a 7% employer contribution.
- **Flexible Working:** Remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- **Wellness and Support:** Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.
- **Mental Health and Wellbeing:** 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services.

Summary of Terms and Conditions of Employment

Terms of appointment: Confirmation of appointment will be subject to the satisfactory completion of a probationary period. This will normally be of six months (less for short term contracts). During this time an employee will be expected to establish their suitability for the post. During the probationary period employment may be terminated in writing, giving one week's notice by either party (this may be waived by mutual agreement). Only any statutory dismissal procedure will apply during the probationary period. There is no probationary period for contracts of under 3 months.

Salary: £29,450.00 per annum (Grade 3) + benefits. Salary is paid in arrears through bank credit by the 25th of each month. Part time staff receive pro-rata payment based on hours worked. Benefits include a generous bank holidays and annual leave package and contributory pension scheme.

Working hours: The standard working hours for this post are 37 hours per week, based remotely. All posts, including remote posts, must be based in the UK.

Support and supervision: Women's Aid has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training policy in place and encourage staff to take an active role in their career development plan.

Pension: Women's Aid is enrolled with the People's Pension scheme. Women's Aid normally contributes 7% of salary and the employee contributes 3% towards the group pension scheme. Eligible staff will be automatically enrolled on the scheme when they have successfully completed the 3-month interim probationary review.

Annual Leave: Women's Aid offers an annual leave entitlement of 25 days per year rising by one day per year until 30 days annual leave per year is reached. In addition, we offer 8 days public holidays, 2 additional days in March and August, plus three days of 'end of year' leave, bridging the gap between the festive holiday period and new year to allow colleagues to rest and recharge during this unique quiet time. All leave entitlement is calculated pro-rata for part time employees.

Other leave: Employees have contractual rights to time off for reasons of sickness, maternity and other circumstances.

Period of notice: 1 month, after your probationary period has been completed.

Union: You have a right to membership of a trade union. Women's Aid recognises Unison.

Asylum and Immigration Act 1996: To confirm your right to work in the UK, Women's Aid will need to see the original of at least one document from a specified list (available on the UK Government website). Most commonly this is a British Passport.

All posts are subject to a DBS check, two suitable references and right to work checks.

Additional information is available on request.