

**JOB DESCRIPTION:**

# Interim Head of Training and Education

**Reports to:** Director of Services

**Location:** Hybrid (UK based) with expectation of regular travel

**Salary:** £57,000 per year (pro-rata) - Grade 6 - plus Inner London Weighting of £3,483.94 if eligible

**Hours per week:** 28

**Contract length:** 6 months fixed term contract

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

## Main Purpose of Post

As the Interim Head of Training & Education you will:

- Have oversight and hold strategic responsibility for the delivery of training and accredited education and qualifications that are developed and delivered by Women's Aid. Manage a team of skilled and qualified training officers, ensuring smooth and responsive delivery to a range of contracts and with a well evidenced and robust quality assurance and reviewing infrastructure.
- Work closely with the Business Development Managers, the Director of Development, and the Head of Fundraising, to source and secure new business and funding to enable the organisation to sustain itself and further develop.
- Act as practice expert in negotiating new business.
- Be responsible for developing and driving forward a Continuous Learning and Education Approach that positions Women's Aid as the sector leader for specialist Domestic Abuse education.
- Be responsible for representing Women's Aid in key areas of policy response where professional knowledge, training and skills development are central to the influencing of service delivery.

## Duties and Key Responsibilities

- Maintain an overview of a range of training and education products that the organisation has developed and delivers.
- Keep up to date with changes and development of training needs nationally in the specialist area of domestic abuse.
- Direct management of the Training and Education Manager, the Practice Lead for Children and Young People, and the Training and Education Coordinators.
- Lead representation for Women's Aid to external partners, prospective funders, education bodies, accreditation bodies and government agencies.
- Work closely with the Senior Leadership Team (SLT) and the Executive Leadership Team (ELT) to align business planning across service areas in line with the key priorities and values of Women's Aid.
- Work to the Director of Services to support the development of high-quality practice, systems and impact for adult and child survivors.
- To deputise for the Director of Services as needed on occasion.
- Identify and develop new business opportunities, creating robust business cases and resource plan to support proposals.
- Demonstrate flexibility by exploring multiple approaches to income opportunity.
- Remain open to learning and development of new skills and approaches whilst retaining the core values and principles of Women's Aid as a champion of adult and child survivors of domestic abuse.
- Maintain a close overview and grip of the budget of the Training and Education Team.
- Work with finance colleagues, the SLT and the ELT to ensure timely and accurate budget forecasts and reporting that align to the organisational plans.
- Represent the service in the Safeguarding and Standards Sub Committee and to the board and trustees as required.
- Act as an effective brand ambassador for Women's Aid and a positive influence for our reputation and our brand in the market.
- Work with the Head of Development to secure support for new income opportunities and initiatives and ensuring ongoing accuracy of costing model.
- Work with the Head of Development and the Head of Fundraising to ensure that pipeline of opportunities is appropriately planned in for delivery purposes.

## General Responsibilities

- Undertake any other reasonable duties assigned by Line Manager.
- Work effectively with colleagues across the organisation and as a member of SLT to demonstrate the values of Women's Aid.

- Keep Line Manager and SLT colleagues, up to date on all activities through the provision of regular updates and publishing of management information/KPIs.
- To abide by all organisational policies, codes of conduct and practice, and to work within a framework of equal opportunities and anti-discriminatory practice.
- To be flexible within the broad remit of the post.

### Other

- This role is hybrid with an expectation of attendance at the Bristol and London offices, and travel for training delivery, events and meetings with corporate partners and other key stakeholders.
- Occasional unsociable hours are also required.

Person Specification		
Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant first degree or equivalent.</li> <li>• Training qualification.</li> <li>• Management qualification.</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstratable knowledge of the strategic leaderships of a large service or group of services.</li> <li>• In depth understanding of learning theory, with reference to specialist domestic abuse service needs.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of the development and delivery of a wide range of training products utilising different approaches according to the learner need.</li> <li>• Significant experience of managing diverse teams and complex service delivery utilising a trauma informed approach.</li> <li>• Experience of the governance structure and working reality within a UK charity context.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Representing a medium to large organisation whilst balancing a range of complex reputational factors.</li> <li>• Utilising CRM tools and methods.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Team player who also has the individual drive to succeed.</li> <li>• Engaging, credible and can communicate effectively with clients and colleagues in formal and informal settings.</li> <li>• Highly customer focused and relationship driven.</li> <li>• Proactive with respect to personal development.</li> <li>• Ability to lead by example in managing a complex and uncertain context.</li> <li>• Excellent relationship management skills with the ability to relate to people at all levels.</li> <li>• Ability to identify and respond to safeguarding risks for adult and child survivors and staff utilising risk assessment methods and strategic partnerships.</li> <li>• Building and maintaining long-term strategic partnerships.</li> </ul>	

<b>Behavioural Competencies</b>	
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Cooperates in collective decision-making and takes responsibility for own actions, decisions, and deliverables.</li> <li>• Takes ownership for mistakes and refocuses efforts when necessary.</li> <li>• Holds self and others accountable for reaching short and long-term goals.</li> <li>• Self-imposes high standards of excellence, rather than having standards imposed.</li> </ul>

<p><b>Collaboration &amp; Teamwork</b></p>	<ul style="list-style-type: none"> <li>• Relates well to people at all levels.</li> <li>• Aligns personal work and performance with the broader team to achieve mutual outcomes.</li> <li>• Fosters teamwork: works to build relationships within teams and bridge the gaps between departments.</li> <li>• Supports and cares for others, and addresses issues disrupting team functioning and harmony.</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Proactively communicates; informs others of what they need to know and capably articulates thoughts and ideas clearly and concisely via verbal and written communication.</li> <li>• Actively listens, consults others, and takes feedback on board.</li> <li>• Communicates using appropriate tone and language.</li> <li>• Has the ability to persuade, negotiate, and build support for own initiatives.</li> </ul>
<p><b>Innovation &amp; Entrepreneurial Spirit</b></p>	<ul style="list-style-type: none"> <li>• Seeks organisational improvement; promotes efficiencies in every area of their work.</li> <li>• Identifies problems and implements solutions, including trying new and different approaches.</li> <li>• Demonstrates commercial understanding, including awareness of sector trends/changes, and uses financial information to guide decisions.</li> <li>• Identifies business opportunities for the organisation, which may include opportunities for income generation, cost-savings, or added value.</li> </ul>
<p><b>Resilience</b></p>	<ul style="list-style-type: none"> <li>• Deals with ambiguity, maintains effectiveness and modifies behaviour accordingly when experiencing major changes in work tasks or environment.</li> <li>• Supports change initiatives and focuses on the beneficial aspects of change e.g. opportunities for learning or growth.</li> <li>• Manages disagreements with tact and diplomacy.</li> <li>• 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.</li> </ul>

## Benefits

- **Generous Annual Leave:** 25 days, rising to 30 with long service, plus 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.

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

**Salary:** £57,000.00 per year pro-rata (Grade 6) plus Inner London Weighting of £3,483.94 (if eligible) + benefits. Salary is paid in arrears through bank credit by the 25<sup>th</sup> of each month. Part time staff receive pro-rata payment based on hours worked.

**Working hours:** The standard working hours for this post are 28 hours per week, on a hybrid basis; benefits include a generous bank holidays and annual leave package and contributory pension scheme. 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 plus 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:** Three months (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.

Additional information is available on request.