



Training Facilitator

Training Team

Purpose of the role:

- To facilitate introductory training workshops for kinship carers across England, as part of the national training team, through an annual programme of Kinship roadshows and in-person and online workshops.
- To contribute to the continual development and improvement of the Kinship training programme by developing new content and refining existing materials in line with insight, data, and feedback from kinship carers.

What you'll be doing:

Key responsibilities:

Training delivery:

- Co-deliver professional, high-quality training to kinship carers in England.
- Effectively facilitate group discussions as part of training events, encouraging participation and peer learning.
- Ensure training is accessible, inclusive, and adapted to meet the diverse needs of participants.
- Maintain tone of voice, language, and branding in line with Kinship guidelines.
- Meet training KPIs, including participants reporting they feel better supported (90%) and have increased understanding of the subject (80%).
- Take accountability for your own learning and development to enhance training delivery.
- Actively contribute to achieving high performance across the training programme.
- Ensure excellent administration of training delivery, including adherence to deadlines and reporting requirements.

Content development:

- Contribute to the continuous development of training resources using insight, data, and feedback from kinship carers.
- Ensure all content is developed, reviewed, and approved in line with internal processes and quality standards.
- Maintain a consistent and engaging approach across all training experiences.
- Contribute to online resources and digital learning tools as required.
- Take part in creating online and video content, demonstrating confidence on camera and the ability to communicate key messages clearly and professionally.

Measuring impact:

- Use Salesforce effectively as the case management system to support training delivery, learning, and evaluation.

- Gather, record, and analyse participant feedback to inform service improvement.
- Contribute to case studies and impact reports demonstrating the effectiveness of the training service.
- Support the ongoing collection of insights to inform organisational objectives.

Systems and processes:

- Demonstrate confident and frictionless use of Zoom, including breakout rooms and interactive tools, to deliver engaging online training sessions.
- Use technology effectively to deliver high-quality in-person and online learning experiences.
- Contribute to the development and documentation of efficient systems and processes to support the training programme.

Team culture:

- Act in the best interest of Kinship and the families we support.
- Maintain an up-to-date understanding of kinship care and the challenges faced by kinship carers.
- Contribute to a learning culture that encourages creativity, collaboration, and continuous improvement.
- Actively support and contribute to a high-performing, inclusive, and supportive team environment.
- Commit to personal and professional development.
- Live Kinship's values and behaviours, embedding collaboration and learning across the organisation.

Knowledge, abilities, skills and experience:

Essential knowledge and experience:

- Substantial experience delivering engaging online and in-person training and workshops for diverse audiences.
- Proven experience in professional facilitation using a range of techniques to engage participants.
- Demonstrable expertise using Zoom (including breakout rooms and tools) and PowerPoint to deliver high-quality training.
- Experience managing challenging or sensitive situations during training while maintaining clear boundaries.
- Experience of working with participants with varying levels of digital literacy.
- Proven ability to deliver training that achieves measurable impact and learning outcomes.
- Demonstrated use of a non-judgemental approach reflected in both language and behaviour.
- Excellent written, verbal, and visual communication skills with high attention to detail.

- Experience dealing with sensitive or complex issues with professionalism and empathy

Essential skills and abilities

- Ability to develop and maintain in-depth subject knowledge to deliver consistent, up-to-date content.
- Strong organisational and self-management skills, with the ability to handle varied workloads and meet deadlines.
- Creative and solutions-focused approach to problem-solving.
- Ability to collaborate effectively and work innovatively to achieve positive outcomes for kinship carers.
- Ability to act with integrity and always in the best interest of Kinship and the families we support.

Desirable knowledge, experience and skills:

- Lived experience of kinship care.
- In-depth understanding of kinship care and the issues faced by kinship carers.
- Experience presenting or producing video content for training purposes.
- Experience using Salesforce or similar case management systems.
- Knowledge and understanding of kinship care, children, and families requiring support.

General attributes

- Commitment to equality, diversity, and inclusion, and respect for people from a range of backgrounds.
- Flexible and willing to travel occasionally across England.
- Excellent written and spoken English.
- Right to work in the UK

Key behaviours required:

<p>Personal attributes:</p> <ul style="list-style-type: none"> • Organised • Tenacious • Reliable • Calm under pressure • Clear, straightforward communication • Resilient • Non judgemental • Respectful • Empathic, sensitive, tactful 	<p>Behaviours:</p> <ul style="list-style-type: none"> • Solutions focus; can do attitude • Positive attitude and approach • Collaborative • Delivers excellent service • Results driven • Detail focus • Adaptable • Anticipate and work with initiative
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Your main relationships will be with:

<p>Internal:</p> <ul style="list-style-type: none"> • Training Manager • Wider training team • Associate Director of Advice, Training and Information • Marketing, Advice, Programmes and Peer Support Teams 	<p>External:</p> <ul style="list-style-type: none"> • Kinship carers • Peer Support Groups • Other relevant organisations
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What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

“Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers.” (Staff member at Kinship)

We want to offer you the best place to work. Our people are friendly and incredibly passionate about working alongside kinship carers. We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion:

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information:

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability that you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply:

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications so please apply early!

Please apply for the role by sending a **CV** and cover letter answering the questions below via <https://www.charityjob.co.uk/>. The deadline is **9am on Wednesday 15 April 2026**.

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons. Please ensure you have read the application timelines.

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your application reflects those points in the requirements very clearly.

- Tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to focus on your knowledge, skills and experience.
- Don't go over 2 pages on your covering letter.
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check, and your application will be rejected if you do.

Please apply via CharityJob by attaching your CV and a covering letter, and responding to the following **four questions** (max 250 words per answer):

- 1. With reference to the job description, describe how your experience and values are a good fit for this role at Kinship?**
- 2. Tell us about your experience delivering training workshops to diverse audiences.**
- 3. Co-facilitation is an important aspect of delivering engaging and effective workshops, both online and in person. Can you describe your understanding of co-facilitation and outline the key components that make it successful?**
- 4. Describe three things which are key to delivering an engaging and high-quality online training session.**

Key dates:

Apply:	Via CharityJob
Application deadline:	9am on Wednesday 15 April 2026
First interview:	w/c 20 April 2026 (online, 20-minute training presentation)
Second interview:	w/c 27 April 2026 (online, panel interview)

Kinship reserves the right to close applications early on receipt of sufficient applications. Apply early!

If you would like further information or an informal chat about this role, please contact recruitment@kinship.org.uk

Conditions of employment and what we offer:

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded, for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development:

We are committed to developing and enhancing the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Charity Worker Discount

Travel:

For this role, there may be occasional travel within the UK. There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period:

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and passionate about doing their best for kinship carers.

We will **guarantee interviews** to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.