



**Training Officer**

# What you need to know about this role:

<b>Job Title:</b>	Training Officer
<b>Responsible to:</b>	Training and Learning Lead
<b>Contract:</b>	12 months with extension dependent on funding (plus 1 year, plus 1 year)
<b>Location:</b>	Home-based or office-based (Vauxhall) with regular travel across England
<b>Working Hours:</b>	28 hours a week
<b>Salary:</b>	£25,000 per annum pro rata (plus £3,323 London weighting, if applicable)
<b>Closing date:</b>	Tuesday 28 May, 9am
<b>Interviews:</b>	w/c 10 June

Thank you for your interest in Kinship and our Training Officer role. This pack tells you about Kinship, how we work, the people you will be working with, details of the role and information on how to apply.

## About Kinship:

Kinship carers are **strong, capable and fiercely determined** to ensure they get what they need to support their kinship family. And we want to support them to feel confident and empowered to do that.

Kinship is the **leading kinship care charity** in England and Wales. We support, campaign and raise awareness of kinship care and the issues affecting kinship carers every day.

Kinship care begins in crisis. A child whose parents are unable to care for them, for whatever reason. It's frightening, confusing and heart-breaking. Instinctively, a loved one steps in – a grandparent, brother, sister, aunt, uncle or family friend. They are now a kinship carer, bringing up the children they love. There's no chance to prepare. Plans are pushed aside. Relationships, jobs and savings are sacrificed. It's life changing and challenging raising children who've been hurt or neglected, but kinship carers do it anyway because they put the children first.

Kinship families raising over 200,000 children are on the brink of going under because there's no recognition or support. They feel invisible. They are desperate, but they are fighting.

We know how hard life can be for kinship carers. But we've seen the amazing things they're capable of with someone by their side. With the right support, children raised in kinship families flourish.

That's why we **support, connect and campaign**. To keep kinship families stronger by keeping them together.

Kinship have been awarded funding from the Department for Education to build and

deliver the **first ever national training programme** to support kinship carers in their caring role. We are at the start of that journey and this role will be part of the dedicated team to bring this new programme to life.

## About the Team:

You'll join a brand-new team – **Advice, Training and Information** - who will be resolute about creating a positive and impactful learning experience for all kinship carers. You'll work alongside colleagues within the new team and across the organisation to plan, co-ordinate, develop and deliver our programme for kinship carers.

You'll work alongside our training facilitators, many of whom have kinship experience and who will lead our online and in-person training events.

## About the role:

This is a new role and you'll be a pivotal part of our training team. You'll be the first point of contact for the team and be experienced and responsive in dealing with enquiries. You'll be used to working with suppliers and have proven experience of planning, co-ordinating and supporting the delivery of large events.

You'll bring significant working experience of using Microsoft tools, and other platforms and technology including Zoom and be used to supporting others. You'll have a positive, can-do approach and the ability to work with initiative, being curious and always thinking ahead to anticipate need and deal with issues.

Collaboration will be key to your approach, and you'll be detail orientated and be great at managing your time and priorities and working to consistently high standards. You'll plan, co-ordinate and support the successful delivery of all our online and in-person events, including being available and involved as needed on site.

As a brilliant communicator, you'll have a positive outlook, work well with others and be organised, calm and tenacious to get things done.

In this role, you'll travel across England and may have overnight stays sometimes.

We offer training and support to enable you to be successful in your role and we're happy to discuss requirements if you have kinship caring responsibilities.

## Job description:

### Key Responsibilities

#### **Event and workshop coordination:**

- Provide highly effective project management and administrative support to the training programme, including supplier communication, coordinating programme logistics and delivery of all relevant general and financial administration tasks, e.g. scheduling meetings, providing agendas, writing briefings, minute-taking, monitoring expenditure and organising events, training and workshops.
- Be the first point of contact for the team, for both internal and external purposes, communicating effectively with kinship carers, internal training team, external delivery partners and other stakeholders to coordinate and confirm all training activity.
- Monitoring email inboxes and responding to enquiries quickly and professionally.

- Think ahead and plan contingency to deal with issues, clearly communicating with all stakeholders at each stage.
- Source and secure venues, catering, equipment and all other requirements to meet all programme delivery needs.
- Central point for managing Zoom including licenses, Zoom set-up and queries for team, kinship carers and external partners.
- Provide support on the day at local and national events both online and in-person.
- Website Champion for the team, managing and uploading all training content (workshop and events) and ensuring kept up to date.
- Hold website content plan for the training team (aligned to annual schedule of training).

### **Systems and processes coordination:**

- Develop and maintain an asset register of all training materials and equipment, ensuring availability when and where it is needed.
- Ensure all facilitators have the resources they need to hand in the right place at the right time.
- Ensure accurate and up-to-date information is available through all channels including on Kinship's website, Notion and other online platforms, using our content management system to maintain Kinship's digital assets and file storage systems as required.
- Provide support to the Training and Learning Lead as required including to assist service improvements and supporting manualisation and documentation of all processes in a clear and consistent way.
- Set up and implement effective tools and documentation to support all operational needs of the training service.

### **Service quality, development and data management:**

- Accurately record all case management in Salesforce in line with service framework and data protection requirements.
- Collate information and produce reports as required using our Salesforce database and other relevant data sources to demonstrate outcomes and impact.
- Support continuous development and improvement of the service (new systems and processes) as required.
- Develop systems to monitor budgets and planning, keeping track of all expenditure and activity.
- To undertake any other reasonable task commensurate with the role and as directed by your manager.

### **Team culture:**

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute up to date understanding of kinship care.
- Deliver effective administration with attention to detail and keeping to deadlines.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.

### **Person Specification**

#### **Essential knowledge, abilities, skills and experience:**

- Exceptional verbal and written communication skills, tailored to suit a range of audiences.
- Significant working experience using Microsoft tools, and other platforms and technology for a wide range of purposes.

- Experience of providing project support, delivering plans on time and to budget and evaluating outcomes.
- Experience of working on a variety of projects simultaneously and the ability to calmly manage and prioritise proactive and reactive projects simultaneously
- Exceptional attention to detail and accurate data capture.
- Ability to work responsively and collaboratively with remote and dispersed teams.
- Excellent track record of high quality and responsive customer service.
- Experience working with suppliers and internal and external partners.
- Ability to work across multiple projects and tasks simultaneously and to a high level of quality.
- Experience of developing and implementing administrative systems and processes that enable team effectiveness.
- Ability to work with initiative and in an agile way and anticipate needs.
- Effective project management and prioritisation skills.
- Proven experience in event planning and management.
- Demonstrable experience of using Zoom to a high level to be able to support colleagues.
- Ability to use event, website CMS systems (like Wordpress) and mailing platforms to engage with and acquire a range of customer bases.
- Excellent organisational skills - organising meetings, events and national networking opportunities – in person, online and hybrid.
- Experience of producing reports and managing data for evaluation purposes.
- Ability to relate helpfully to a range of people, understanding the various roles and how they relate to key tasks and priorities.
- Ability to apply Equalities, Diversity and Inclusion Principles in all areas of work
- A supportive and can-do attitude towards colleagues and the work and ability to work resiliently in a fast-paced environment, responding to time pressures positively.
- Willingness to travel across England as required working flexibly in response to the need.

**Desirable knowledge, abilities, skills and experience:**

- Experience supporting service development and improvement.
- Experience using Salesforce.
- An understanding of social care systems and professional networks associated with social care or other related professional networks.
- Personal experience of kinship care.

<p><b>Key behaviours required:</b></p> <p>Personal attributes:</p> <ul style="list-style-type: none"> <li>• Organised and tenacious</li> <li>• Reliable</li> <li>• Calm under pressure</li> <li>• Clear, straightforward communication</li> <li>• Resilient</li> <li>• Non judgemental</li> <li>• Respectful</li> <li>• Empathic, sensitive, tactful</li> </ul>	<p>Behaviours:</p> <ul style="list-style-type: none"> <li>• Solutions focus; can do attitude</li> <li>• Positive attitude and approach</li> <li>• Collaborative</li> <li>• Delivers excellent service</li> <li>• Results driven</li> <li>• Detail focus</li> <li>• Adaptability</li> <li>• Anticipate and work with initiative</li> </ul>
<p><b>Key Contacts</b></p> <p>Internal:</p> <ul style="list-style-type: none"> <li>• Training and Learning Lead</li> <li>• Team Leaders – Online and in person training</li> <li>• Training Facilitators</li> </ul>	<p>External:</p> <ul style="list-style-type: none"> <li>• Venues / caterers etc</li> <li>• Kinship carers</li> <li>• Associate practice partners</li> <li>• Other relevant organisations</li> </ul>

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| <ul style="list-style-type: none"><li>• Associate Director of Advice, Training and Information</li><li>• Advice, Programmes and Peer Support Teams</li></ul> |  |
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## Candidate Application Information

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

If you do, you're invited to submit answers to screening questions as part of your application alongside your CV. Please be sure to highlight how your experience, skills and knowledge match the requirements for this role.

We guarantee interviews to 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.

## 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.

## How we select candidates

To adhere to our commitment to equality, diversity and inclusion, Kinship uses artificial intelligence (AI) as part of an Applicant Tracking System (ATS) – BeApplied. This ensures personal characteristics, such as age, ability, ethnicity etc. are **not** available to the shortlisting panel. The BeApplied ATS system goes further by aiming to remove all socio-demographic details that might affect decision making. This is known as 'Anonymous Recruiting'.

**Apply for this role via the BeApplied recruitment platform [here](#).**

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 date where we have received sufficient applications.

## Key Dates:

**Application Deadline:** Tuesday 28 May, 9am  
**First Interview:** w/c 10 June

If you would like **further information or an informal chat** about this role, please contact Kate Kayley, Training and Learning Lead, [kate.kayley@kinship.org.uk](mailto:kate.kayley@kinship.org.uk)

# 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.

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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)**

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We want to offer you the best place to work. Our people are really 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 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





# What we can offer you:



## Community:

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



## Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



## Family:

- Our policies include kinship care, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



## Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount



## Holidays:

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



## Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



## Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



## Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

## **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.

## **Travel:**

For this role, there may be a requirement to occasionally travel across the nations (England and Wales). 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.

## **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.

## **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.

# 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 really passionate about doing their best for kinship carers.

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.

**Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number 1093975**