



# 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 (with regular travel and work across England) or office-based (Vauxhall)
<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>	Wednesday, 08 May at 9am
<b>Interviews:</b>	16 and 17 May (online)

## INFORMATION FOR APPLICANTS FOR THE POST OF TRAINING OFFICER

Thank you for your interest in the above role. This pack tells you more about the Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

### About Kinship:

Kinship is the leading kinship care charity in England and Wales. We offer kinship carers financial, legal, practical and emotional support and understanding from the moment they need it, for as long as they need it. Our expert advice, information and guidance helps with complicated and stressful decisions that so many kinship families have to make. We are always there to support them through challenging times and celebrate the good.

Kinship carers are strong and determined. Together, they are powerful. We help them build communities of support and action by connecting families locally and across England and Wales.

We are at the heart of kinship networks, partnering with and influencing service providers, local and national government and other organisations. We give everything we have to fight for each family and their rights, changing society until every kinship family is recognised, valued and supported.

Kinship care often begins in crisis. A child has parents who are unable to care for them, for whatever reason. It can be 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 is often no chance to prepare. Plans may be pushed aside. Relationships, jobs and savings are frequently sacrificed.

It is life changing and challenging raising children who have been hurt or neglected, but kinship carers do it anyway because they put the children first.

We know how hard life can be for kinship carers, but we have seen the amazing things they are

capable of, with someone by their side. With the right support, children raised in kinship families can flourish.

That is why we support, connect and campaign – to keep kinship families stronger by keeping them together.

## About the Team:

We know 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. A new training contract with the Department for Education will support this outcome.

You'll join a new team – **Advice, Training and Information** who will be resolute about creating a positive and impactful learning experience for all kinship carers in England.

## About the role

This is a new role and will be part of a brand-new team responsible for the delivery of this national training programme. You'll be supporting the team to deliver high-quality in-person and online training across the country. You'll help co-ordinate and support the successful delivery of our workshops.

You'll need to be an experienced and effective administrator and clear communicator. You'll be organised, calm and detail orientated and be great at managing your time and working to consistently high standards.

You'll work with initiative and be curious – always thinking ahead, anticipating need and seeking opportunities to improve our service and the experience for kinship carers.

As part of this new training service, you'll receive training and development to support you to succeed in this role.

There will be some travel across England either to support the training programme, meet with colleagues or attend learning and development sessions. This may include overnight stays from time to time. We're happy to discuss how this could work best if you have kinship caring responsibilities.

## 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.

## **Knowledge, abilities, skills and experience**

### **Essential**

- 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.

### **Desirable**

- 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.

## **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.

## 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'.

You are invited to 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 where we have received sufficient applications.

## Key Dates:

**Application Deadline:** 9am Wednesday 8<sup>th</sup> May  
**First Interview:** 16 and 17 May

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



## 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%.



## 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.



## 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.



## Cycle to work programme:

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



## **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 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.

**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**

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