

## Progression and Training Manager

### Main terms and conditions

Responsible to:	Head of Learning & Training
Salary:	£36,243
Place of Work:	82 Wentworth Street, E1 7SA (office-based)
Hours:	35 hours per week
Disclosure:	Enhanced DBS disclosure required
Contract:	Permeant

### Background

At Providence Row, we are dedicated to transforming lives by providing comprehensive support to individuals experiencing homelessness and those at risk of homelessness in London. We assist people who face significant barriers to securing employment and housing, particularly those impacted by physical and mental health challenges or substance misuse issues. Our integrated services offer crisis intervention, advice, and recovery programmes designed to empower individuals to build safe, healthy, and sustainable lives away from the streets.

Our core values of **Compassion, Respect, Inclusiveness, Empowerment, and Justice** are at the heart of our work. These values guide our approach to service delivery and shape the supportive, inclusive culture we foster within our team. We believe that everyone deserves the opportunity to rebuild their lives with dignity and respect, and we are committed to providing the resources and support necessary to make this possible.

We are seeking passionate and dedicated individuals who are aligned with our values and driven to make a meaningful impact. If you have the skills, commitment, and compassion to support our mission, we invite you to join our team and contribute to creating lasting positive change in our community.

### Progression and Training Service

Our Progression & Training Service empowers clients through a strengths-based approach, helping them to achieve their personal and professional goals. Staff work closely with individuals to identify suitable training opportunities, provide skills-based coaching, and facilitate referrals to supportive partners.

This award-winning service is central to the work of Providence Row. Upon joining us, clients receive nutritious breakfasts and lunches prepared by our Catering Trainees, under the guidance of the Kitchen Coordinator. These meals often feature fresh produce grown in our

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rooftop garden, cultivated by our Gardening Trainees and managed by the Gardening Coordinator.

In addition to hands-on training, the Progression & Training Service offers a variety of employability group workshops tailored to meet the diverse needs of our clients. These workshops include IT skills training and the "Work & Life Skills" programme, designed to break down barriers to employment. Volunteers from our supporting companies play a crucial role in these sessions, providing invaluable one-on-one assistance and professional insights.

Our team is dedicated to working with clients who face challenges such as mental health issues and substance misuse, many of whom reside in hostels in Tower Hamlets. By addressing these challenges and leveraging the strengths of each individual, we strive to create pathways to sustainable employment and a better quality of life.

## **Key Responsibilities**

### **Service Delivery**

- Recruit trainees through an application and interview process
- Complete risk assessments, workplace viability assessments and action plans with all trainees
- Provide regular 1:1 structured support including help with job searches, CV building and other employability work, regularly reviewing progress with trainees and updating client records
- Plan, facilitate, and supervise volunteers in the running of a regular IT group
- Link trainees with other colleagues and external services, where appropriate, including our housing, mental health and substance misuse services (RESET)
- Link clients into further learning, training, volunteering and work

### **Service Development**

- Establish and develop partnerships with a relevant training provider to deliver qualifications
- Deliver training to trainees through 1:1 and group work to help clients to generate relevant evidence to achieve the qualification
- Support clients to complete Food Hygiene, and OCN accreditations
- Manage the registration, assessment and accreditation process
- Research and implement other accredited learning, including e-courses that enhance employability
- Help develop additional training opportunities as the Team's work grows

### **Supervision**

- Provide line management and supervision to members of staff modelling behaviour that exemplifies organisational values.
- Ensure frontline staff complete all necessary training to ensure they can carry out their duties to a high standard and safely
- Ensure staff are recruited, trained and developed in accordance with Providence Row systems and processes, in particular planning, supervision, annual review and objective setting of the Employability and Garden Co-ordinator

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- Model behaviour that is a good example to colleagues and sets a standard for all work across Providence Row
- Take a lead in the production of Progression & Training Reports specifically related to employability and training.
- Identify activities for volunteers and interns to support the work of the team i.e. recruitment, induction, supervision and management
- Work with the Fundraising and Marketing Team to identify suitable team and individual opportunities for company volunteers.
- Review company volunteering with the fundraising team regularly to ensure opportunities meet the needs of clients and are meaningful for volunteers.

### **Fundraising and Marketing**

- Participate in the delivery of the team's marketing plan, including identifying key external audiences, assisting with the production of copy for use in publicity materials and social media
- Attend networks and external meetings to establish best practice and promote the charity
- Provide information, case studies and other relevant support for fundraising appeals
- Support the charity's work to have positive relationships with neighbours and other services through involvement in wider community events.

### **Monitoring and evaluation**

- Participate in the creation and implementation of monitoring and evaluation processes to comply with funding requirements and demonstrate impact
- Undertake monitoring of activity using the client database Inform
- Share information about client progress across the other Providence Row Service
- Work with colleagues to develop methods to track client progress after they have left the service
- Work with the Data Manager and Head of Learning & Training to collate information to use in reports to the Board and to funders.

### **Other Duties**

- Participate in the production and implementation of the Enterprise and Training Team's Service Plan and resulting personal objectives.
- Attend evening and weekend meetings and functions as required.
- Take on occasional tasks as agreed with the post's line manager
- Work in accordance with the Providence Row's values, policies & procedures.
- Undertake necessary induction and training to enhance personal development.

## Person specification

<b>Knowledge and Experience</b>	
1. Experience of coordinating a team	Desirable
2. Experience of supervising staff, volunteers and/or peer mentors	Desirable
3. Ability to provide excellent, proactive and tenacious 1:1 support to vulnerable people who may demonstrate challenging behaviour	Desirable
4. Experience of managing a team budget	Desirable
5. Ability to structure and run group work sessions with vulnerable people	Essential
6. Experience of promoting activities to internal and external audiences using professionally produced publicity	Desirable
7. Understanding of the employability sector including issues, key organisations and services in all sectors.	Essential
8. Experience in developing and delivering portfolio and vocational qualifications	Essential
9. Experience of support planning with vulnerable people, often in conjunction with other colleagues	Essential
10. Knowledge of current Children and Adult safeguarding legislation	Desirable
11. Strong organisational skills and the ability to work autonomously with some guidance from relevant managers.	Essential
12. Ability to create partnerships with key organisations in the interests of adding value to services for clients	Essential
13. The ability to monitor and evaluate work, providing accurate information for colleagues and reflecting on results.	Essential
14. A good understanding of the local community, cultural diversity and the need to adapt services in order to enable equality of access to services.	Desirable
15. An undergraduate degree or equivalent experience	Desirable
16. Excellent IT skills including experience of inputting onto database systems	Essential
17. Excellent time management skills and the ability to work to deadlines	Essential
18. Ability to work outside of normal office hours (if applicable to the role)	Essential
<b>Competencies</b>	
19. Is able to communicate, negotiate and influence appropriately with a range of stakeholders	Essential
20. Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
21. Is accountable for the performance of the organisation, their team and their own performance (trustworthy, dependable & inspires confidence)	Essential
22. Is proactive and takes the initiative to gain the information needed for the role, with a flexible and “can do” attitude	Essential
23. Is emotionally resilient, self-aware and reflective.	Essential

The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and as such it describes the main elements of the role only.

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