

Hello!

I am so glad you're considering applying for the Support and Training Coordinator position at Kids Matter.

We work hard not only for our children, parents and communities, but also to build a brilliant culture at Kids Matter. Our motto is to be 'ambitious yet respectful'. You'll be stretched for sure but well-supported while that happens. We are all about growth, development, learning and having people work out of their sweet spot most of the time. We have a lot of fun along the way!

You will be joining us at such a key time in our journey; we're now nine years old and we're putting in place what we need to begin our next chapter. We know what we are doing and how to do it. Your job will be to help us extend our reach, grow at scale, and equip communities across the country with what they need to see real and lasting transformation.

This job pack includes:

- Details around what the job involves
- What we're looking for in applicants
- Specifics around employment in this role
- An outline of the application process
- An overview of our charity
- What we believe

I look forward to reading why you think you'd be a great fit on our team!

A handwritten signature in blue ink, appearing to read "Eli Gardner".

Dr Eli Gardner, Clinical Psychologist
Co-founder & Chief Executive Officer



Job Description

Overall purpose

The purpose of the Support & Training Coordinator is to ensure that facilitators are prepared, supported, and well held through the training pipeline and throughout their time as a facilitator with Kids Matter, as well as ensuring the practical and relational infrastructure around training and ongoing support remains strong, enabling facilitators to step into delivery with confidence and clarity.

This role underpins support to the Support Coach Team and our partner facilitators, ensuring the journey of running programmes in local communities is clear, relational, and well organised.

Key responsibilities

1. Facilitator Training Coordination

- Manage onboarding processes for new facilitators attending training, ensuring clear communication of expectations and timelines, including safeguarding checks.
- Notice and flag any barriers to access (practical, emotional, digital, or confidence related), ensuring people feel supported.
- Coordinate the logistics of monthly facilitator training sessions, including placing orders, liaising with suppliers, monitoring stock levels and order numbers, and overseeing communications and systems.
- Support Kids Matter Trainers with practical arrangements to ensure training runs smoothly.
- Ensure communication and materials are accessible, clear, and inclusive thus supporting a diverse range of facilitators.
- Ensure records, databases, and tracking systems are kept up to date.

2. Facilitator Support Coordination

- Support the Support Coaches by coordinating essential ongoing facilitator engagement: including group calls, follow up sessions, communication touchpoints and additional resources.
- Monitor and report on facilitator engagement to encourage the creation and maintenance of healthy partnerships.
- Ensure all communication and support offered is clear, consistent and accessible to different learning styles, needs and contexts.
- Provide general administrative support to the Support Coach Team.
- Liaise with wider teams as required to ensure facilitators remain held and engaged with Kids Matter.

3. Systems, Quality & Continuous Improvement

- Develop and maintain systems that monitor and support the full facilitator journey — from onboarding through to ongoing support.
- Ensure CRM and tracking systems reflect facilitator progress and support needs.
- Identify opportunities to streamline processes and improve the training and support journey.
- Adapt to emerging or unpredictable administrative needs that arise in a relational support environment.
- Work within safeguarding processes, escalating concerns when needed.

4. Wider team involvement

- Contribute towards staff prayers and, on occasion, lead 'Thought for the Day'.
- Provide additional support to other teams when appropriate.
- Engage with team-wide meetings and trainings.

Person Specification



Category	Criteria	Assessed by*	E/D
Skills/ Abilities	Strong organisational and administrative skills with excellent attention to detail.	A/I	ESSENTIAL
	Ability to manage multiple processes and timelines simultaneously.	A/I	
	Strong communication skills and a warm, relational approach with people from a wide range of backgrounds.	A/I/T	
	Confidence working with systems, databases, and digital tools.	A/T	
	Ability to handle sensitive information with discretion and care.	A/T	
	Comfortable working with people from diverse cultural, social, and lived experience of low income, trauma and neurodiverse backgrounds.	A/I	
	Understanding of facilitation, support roles, or frontline delivery environments.	A/I	
	Ability to work collaboratively across teams with a strong feedback culture.	A/I	
	Alignment with values led, relational working.	A/I	
	Able to use new systems/processes quickly and confidently (including CRM)	A/T	
	IT literate with knowledge and proficiency of Microsoft 365 programmes	A/T	
Personal Qualities	Willing to give and receive constructive feedback	I	ESSENTIAL
	Flexible and willing to be involved in a wide range of tasks	A/I	
	Commitment to ongoing development of own knowledge and skills	A/I	
	Organised, calm, and reliable.	A/I	
	Reflective, proactive, and solution-focused.	A/I/T	
	Able to hold warm, kind boundaries while supporting others.	A/I	
	Comfortable working behind the scenes to enable others.	A/I	

* Assessment methods: Application form (A), Interview (I), Tasks (T)

** Whilst this is an occupational requirement, the shortlisting process will not involve scoring candidates on their faith.

Category	Criteria	Assessed by*	E/D
	Passion for Kids Matter’s vision of seeing every child in need raised in a strong family	A/I	ESSENTIAL
	Strong personal Christian faith	**	
Experience	Experience working in a charity, education, or community context.	A/I	DESIRABLE
	Experience supporting training, learning, or development programmes.	A/I	
	Experience working with or supporting people with lived experience of low income, trauma and / or neurodiversity.	A/I	

Employment Information

Job title: Support & Training Coordinator

Reporting to: Head of Partnerships

Purpose: See Job Description

Location: Remote (based in England, Scotland and Wales with occasional travel).

Contract: Permanent

Start date: As soon as possible

Hours of work: 28 hours per week (4 days)

Monday mornings are compulsory due to a weekly team meeting, otherwise hours can be spread throughout Monday to Friday.

We have bi-annual team days with an overnight stay, which all team members are expected to attend (travel costs are covered).

Salary: £25,360 - £28,665 pro rata (£20,288 - £22,932 actual)

Probation period: 6 months

Holiday entitlement: 25 days (plus bank holidays) per year pro rata, with additional time off between Christmas and New Year's day

Pension: Automatic enrolment into a direct contribution pension scheme (4% employer contribution)

This post is subject to an Occupational Requirement

Kids Matter serves and supports clients within the Christian sector, the nature of the work requires that this post holder has an active faith in Jesus under the Equality Act 2010, Part 1, Schedule 9.

Equal Opportunities

We actively support and welcome the integration of people from diverse backgrounds and varied experiences and skillsets to help shape the work and future of Kids Matter. We are particularly keen to receive applications from African and Afro-Caribbean, Asian and other diverse ethnic communities, and those who are neurodivergent and/or living with any kind of disability. If this role excites you, we encourage you to apply even if you don't meet every requirement.

Application Process



Stage 1

Complete a copy of our **online application form**.

We also ask for all applicants to submit an **Equal Opportunities Monitoring Form**, which will be sent to you to complete following the submission of your application form. This form will be used for anonymous analysis to ensure our overall recruitment procedures are fair and transparent. It will never be viewed or used as part of the selection process. It is optional to submit this form.

Deadline: **9am on Monday 13th July**

All successful and unsuccessful applicants will be notified via email by 5pm on Thursday 16th July.

Stage 2

Successful applicants will be invited to an initial 45-minute online interview, which will take place **on the 21st or 22nd July**.

To ensure candidates can perform to the best of their ability, interview questions will be sent in advance of the interview date. Candidates will also be sent a short task to complete before attending their interview.

Stage 3

Following initial interviews, 2-3 selected candidates will be invited to attend a second online interview, **on the 28th July**. The interview will be 1 hour long and include 1-2 tasks.

The successful candidate and unsuccessful candidates will be informed of Kids Matter's final decision by 5pm on Friday 31st July.

If you would like any application and interview support or you need any reasonable adjustments throughout the application process or if you would like an informal phone call to ask questions or discuss the role, please contact **Katie Washington (HR & Systems Manager) on recruitment@kidsmatter.org.uk**.

Kids Matter will treat your application as private and confidential. Unsuccessful applications will be securely destroyed after one year.





About Kids Matter

More than 4 million children are being raised in poverty in the UK and the stress poverty places on them (and their parents) can result in long-term emotional and social problems. We therefore exist to help strengthen families and interrupt that negative trajectory.

Research has shown that the most effective early intervention to help children is group-based parenting programmes. For children to thrive, it is important for mums, dads and carers to increase their own wellbeing and confidence in their parenting skills. Whilst all parents need support, our effective and accessible programmes have been written for families facing disadvantages.

We partner with local churches and their community networks across the whole country to run our evidence-informed programmes in communities and in prisons, equipping mums, dads and carers with the tools (confidence, competence and community) they need to build strong relationships and strong families. Not only will this have a positive impact on child wellbeing and future outcomes, but it will also reduce the social and financial costs of family breakdown.

Our impact

Since launching in 2017, we have impacted **nearly 6,000 children** through our parenting programmes, equipping their parents (over 2,000 of them) with the skills needed to build a strong family. We have an ambitious vision to reach many more in the coming years.

[Read our most recent Impact Report here.](#)

Our team

We have a wonderful team of brilliant people committed to transforming society, one family at a time, and a group of top-notch trustees who support us every step of the way.

[Find out more about them here.](#)

'It's worth doing, I would do it 20 times over and still learn something new in the twentieth session.'

Tash, mum



At Kids Matter, we strive to have a culture where giving and receiving feedback from anyone in the team is a common occurrence. We place high value on getting to know one another to create a foundation of trust from which we can challenge directly. Teams regularly have 360 feedback sessions and managers are encouraged to regularly ask for feedback from their direct reports.

We don't always get it right, but our aim is to operate from a place of 'Radical Candor'.

Our culture values are:

- Faithful** We put our faith in God and we are fiercely loyal to our mission and vision.
- Respectful** We draw alongside others and genuinely listen, affirming the dignity of everyone we encounter.
- Excellence** We go above and beyond to provide the best quality in all we do.
- Positive** We choose to be grateful, to be hopeful, and to see possibility in everyone.
- Ambitious** We push for all to achieve their full potential so that together we can fulfil our vision of every child in need being raised in a strong family.



Statement of Faith



Nicene Creed

We believe in one God,
The Creator of all things,
Who holds the universe in love and wisdom.

We believe in Jesus Christ,
God's only Son, who is fully divine and fully human.

He was born to bring light into the world,
Lived among us, teaching truth and grace.
For our sake, He suffered, was crucified, and died.

On the third day, He rose again,
Defeating death and offering us new life.

He ascended into heaven and reigns with the Father,
And He will come again to restore all things.

Amen.

