

Senior Training Lead

Reports to	Head of Training and Development
Hours	37.5 hours per week
Salary	Band I £43,158 to £48,407
Location	Flexible (home, Bristol office, or London office) with regular travel across UK
Contract	Permanent
Benefits	A generous package including 25 days holiday a year and public holidays, employee pension scheme with up to 4% employer contribution, childcare voucher scheme, 365 access to Employee Assistance Programme, Cycle2Work scheme, flexible working

Who are we?

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

We work with organisations across the UK to transform the response to domestic abuse. We listen to survivors, putting their voices at the heart of our thinking. We want what you would want for your best friend. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. We also challenge perpetrators to change, asking 'why he or she doesn't stop?' rather than 'why he or she doesn't leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, nearly 11,000 professionals working on the frontline received our training. Over 65,000 adults at risk of serious harm or murder and more than 85,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last three years, over 1,000 perpetrators have been challenged and supported to change by interventions we created with partners, and that's just the start.

Together we can end domestic abuse. Forever. For everyone.

Key purpose of role

Our training programme significantly improves the ability of domestic abuse professionals and other frontline responders and organisations, including police, children's social care staff, and corporate HR and community teams, to identify and respond to domestic abuse and closely linked issues. We take a holistic approach, looking at the whole family and the connections between them to keep families safe sooner. We offer a whole range of training products, including accredited professional training (e.g. Idva, Ypva), accreditation of specialist DA services (Leading Lights), and bespoke services for public, voluntary and commercial organisations.

Our training programme across England, Wales, Scotland and Northern Ireland aims to create:

- user value: with learners who attend our training feeling more confident and better equipped to fulfil their role
- social value: with measures showing professionals who attend our training provide more effective interventions for those who experience abuse
- financial value: responsible for generating around a third of SafeLives' annual income

As the Senior Training Lead for SafeLives, you will help shape the SafeLives Training and Development programme, with responsibility for developing, delivering and continuing a range of courses from within

our suite of training products, in collaboration with our team of Lead Trainers, Training Coordinators and our Associates. You will work to ensure that SafeLives' training programmes are in line with our strategic priorities and are of the highest quality, including course development and delivery with external partners and associate trainers.

You will combine teamwork with working independently on a day-to-day basis at home, in SafeLives' Bristol or London office and at training locations.

You will be responsible for leading and driving forward SafeLives Responding Well cultural change programmes, including our Bespoke, Corporate, DA Matters programme for police, developed in partnership with the College of Policing, and Non-Fatal Strangulation Programme, developed in partnership with the Institute for Non-Fatal Strangulation.

This role offers a unique opportunity to influence the performance of professionals within the domestic abuse and related sectors as well as the response of other frontline or first responders in the public, voluntary or commercial sectors, and thus help address the risks faced by victims of domestic abuse across the UK.

Key relationships

External

Training commissioners, government departments, Independent domestic violence advisors and other professionals working with those experiencing domestic abuse. And as also local service providers, wider sector representatives, accrediting bodies, partner agencies, corporate employers, and academic institutions.

Internal

Head of Training and Development, Lead Trainers, the wider Training team, including the Leading Lights (DA service accreditation) programme, SafeLives' associate trainers and other internal teams including public affairs, research, evaluation and analysis, practice, innovation, fundraising, communications and marketing.

Equality and Inclusion

SafeLives is committed to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexuality, gender identity, marital/civil partnership, pregnancy/maternity and working patterns. We are keen to have staff that appropriately represent all the communities we serve as an organisation.

Lived Experience

We believe there is no 'them and us' in domestic abuse and recognise that applicants may have direct or indirect experience of their own, whether disclosed or not. We are committed to placing lived experience of domestic abuse at the heart of all we do, and colleagues who chose to share their personal expertise can do so openly and with organisational support.

If there is any discussion during the recruitment process regarding a candidate's personal experience of domestic abuse, it will be treated confidentially and will not be shared outside of the interview panel/Human Resources.

Responsibilities

1. To lead the development and delivery of training programmes focused on providing an effective response and a range of solutions to victims of domestic abuse and their families, paying particular attention to the needs of people who might otherwise be hidden from services and exploring opportunities for the development of new training and cultural change offers to meet emerging needs.
2. To line manage a team of Lead Trainers, which includes having responsibility for support and supervision, annual appraisals and learning and development.
3. To support the Head of Training and Development in shaping SafeLives' training strategy and contribute to the Training Team's operating plan and to work alongside the Public Affairs Team to create an influencing strategy designed to develop our cultural change training programmes for multi-agency professionals, and with the Fundraising Team to explore scope for wider partnerships and funding opportunities to broaden the reach of our training offer to ensure development opportunities are available to the widest range of services and responders.
4. To ensure the development of materials and documentation to support the successful delivery of in-room, online or virtual training, by SafeLives team members and associates, ensuring our learners have a brilliant experience of SafeLives' training from beginning to end.
5. To support Lead Trainers to lead the team of Assessors for any accredited courses, including internal verification and quality control, and to ensure effective evaluation and ongoing development of all our training products, working with SafeLives' Research Team to ensure robust evaluation systems are in place and results are used to inform future programme development.
6. To support SafeLives' associate trainers in the development and delivery of training, working with them to ensure the quality of courses that they are leading and to offer feedback as part of our quality assurance process, and to grow our pool of associates, in line with the needs of our training offer and our EDI goals.
7. To work with the Lead Trainers, course coordinators and the Comms and Marketing team to market and promote our courses to a wide range of audiences including statutory organisations and corporate employers so that course places are filled and/or commissioners book courses/programmes, in line with our income targets.
8. To ensure you and the Lead Trainers are responsible for training income and budgets related to the courses and programmes you each lead, ensuring expenditure on courses is in line with an agreed budget for activities and prepare monthly progress reports.
9. To lead negotiations with partners, commissioners and others in relation to our training and development programme, including developing and submitting proposals and bids for training courses and for cultural change programmes under our Responding Well strand of work, and to oversee implementation and mobilisation of programmes to ensure they achieve maximum impact.
10. To work proactively as part of the Training team to achieve the programme's goals, including:
11. Assisting the Head of Training and Development on SafeLives-wide issues relating to the development of our services
12. Ensuring our training courses are inclusive and in line with our Equality, Diversity and Inclusion goals

13. Representing SafeLives at external meetings where appropriate
14. Contributing to conferences, webinars, podcasts and other scheduled stakeholder events
15. Contributing to internal and external team development events
16. Developing and delivering in-house training
17. Writing and contributing to reports and progress updates on the implementation of SafeLives activity
18. To maintain an accurate and secure audit trail of all relevant communication
19. To ensure all work is undertaken in accordance with SafeLives' policies and procedures
20. To support the work of SafeLives in whatever way may be reasonably required and uphold the quality of the SafeLives brand
21. Assisting with SafeLives' national professional queries helpline
22. Project work
23. Provide an ongoing point of proactive and regular contact with professionals you train directly, and as the SafeLives representative for a variety of training for a full range of stakeholders nationally
24. To engage in a constructive and effective way with all survivors of abuse, through calls to the office, Pioneer interaction, colleagues and any other interaction we have in our day-to-day work
25. Undertake any other duties as may reasonably be required.

Skills, knowledge and experience

Specialism

1. Experience as a practitioner in either the voluntary or statutory sector working with victims of domestic abuse and their families (Essential)
2. Up to date and relevant policing experience and awareness of current College of Policing approved practice and national policies around domestic abuse (Desirable)
3. Knowledge of the domestic abuse sector including legal systems, child protection and advocacy options available to victims of domestic abuse (Essential)
4. An understanding of public policy as it relates to domestic abuse (Essential)
5. A strong understanding of public protection arrangements, the provision of policing, health and social care, and of multi-agency/partnership working, in the UK (Essential)

Training and presentation

1. Outstanding training, communication and interpersonal skills, both written and verbal experience of online training (Essential)
2. Extensive experience of delivering training, including having researched and developed high-quality training/facilitation materials (Essential)
3. Experience of delivering accredited training and assessment including having a recognised training qualification or relevant equivalent experience (Desirable)
4. Experience of writing and presenting information of a high calibre, formally and informally, to a range of audiences (Essential)
5. Excellent facilitation skills, with the ability to lead and resolve challenging or difficult conversations, with experience of leading discussions to constructive conclusions (Essential)

People and other skills

1. Strong line management skills and experience (Essential)
2. Very good facilitation skills including an ability to lead a discussion to constructive conclusion and the ability to provide feedback and communicate potential ways forward in a way that provides positive motivation for the audience (Essential)
3. Ability to review police practice and identify areas for improvement and recommend solutions in a supportive yet motivational way (Desirable)
4. Understand Police culture and the impact on frontline responders when repeatedly attending incidents of DA (Desirable)
5. Experience of procurement, including tender development and bid writing (Desirable)

6. Strong project management skills, including taking responsibility for and reporting on key operational and financial deliverables (Essential)
7. Excellent networking and relationship management skills, particularly with regard to multi-agency work which requires acute political sensitivity (Essential)
8. Sound IT skills (e.g. Word, PowerPoint, Teams and Excel), including use of technology for communication with a geographically dispersed team (Essential)
9. Experience of working with diverse communities (Essential)
10. Ability and willingness to work independently, travel as required, manage own time and prioritise effectively whilst also working as part of a team (Essential)
11. Sound negotiation skills and a clear ability to influence others (Essential)
12. Experience in line managing a remotely based team (Desirable)
13. Sound experience of involving those with lived experience in all aspects of organisational delivery (Essential)
14. Experience of developing and maintaining effective and positive relationships with internal and external stakeholders particularly at a senior level (Essential)

Competencies

Leadership

Inspires trust and confidence in others

Demonstrates high standards of integrity, honesty and fairness.

Commitment to SafeLives' values underpins all actions and decisions

Goal orientation

- Supports the restructuring of activities that do not help SafeLives to achieve its goals or deliver the strategic plan
- Pursues tasks/goals with energy, drive and need for completion.
- Pre-empts problems by seeking guidance or taking action on an issue, task or project within their role

Communication and relationship management

- Builds good relationships with a range of external agencies to improve service delivery and promote our training offer
- Negotiates in a way which ensures the excellent reputation of SafeLives is maintained whilst meeting the requirements of the Training ops plan and SafeLives' strategic aims
- Communicates professionally internally and externally

Self-management

- Plans and prioritises work effectively
- Is solution rather than problem focused
- Makes informed, good quality decisions where necessary

Innovation and creativity

- Identifies and shares best practice, and translates this into a practical application for SafeLives
- Looks for ways to improve current practice and our training offer
- Shares ideas and learning with others
- Logically considers whether different approaches are strong or weak