



# Training Coordinator

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## RECRUITMENT PACK

Help us support families to get the right education for children and young people with special educational needs and disabilities (SEND)

## Thank you for your interest in joining the IPSEA team

This recruitment pack provides the information you need to apply for the Training Coordinator role.

- Details of our vision, mission, values and strategic goals
- Information about the work we do, our impact and our future plans
- An overview of our organisational structure
- Information about the role, the job description and person specification
- An overview of our employee benefits.

If you wish to apply for the role, please visit <https://hr.breathehr.com/v/training-coordinator-36751> where an application form is available to download. After completing the form, submit your application by clicking the 'apply' button at the bottom of the page. You will be asked for some personal details before being able to upload your form. Should you have any issue uploading the form please email a copy to [wrainbow@ipsea.org.uk](mailto:wrainbow@ipsea.org.uk).

The closing date for applications is **9.00am on Monday 6 September 2024**. Interviews will take place in person on Friday 20 September 2024 in London.

If you feel you have the qualities and experience needed to join our friendly team doing vital work to ensure children and young people with SEND receive the education they are legally entitled to, we would love to hear from you.

If you would like any further information about the role before applying, please email Wendy Rainbow at [wrainbow@ipsea.org.uk](mailto:wrainbow@ipsea.org.uk) to arrange a discussion.

I look forward to receiving your application.

Best wishes

Wendy Rainbow  
Legal Team Manager

# ABOUT IPSEA

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## OUR VISION, MISSION, VALUES AND STRATEGIC GOALS

### Our vision

Every child and young person with special educational needs and disabilities has the right education and support to thrive and achieve their potential.

### Our mission

We use the law to help children and young people with special educational needs and disabilities get the education and support they are legally entitled to.

### Our values

#### **Focused**

We are always focused on the child or young person in all that we do.

#### **Inclusive**

We welcome, respect, support and value our staff, our volunteers, our beneficiaries, and the communities accessing our services.

#### **Listening**

We actively listen without judgement; we are collaborative and manage expectations.

#### **Learning**

We constantly learn from our employees, volunteers, beneficiaries and the world around us. We use this to create a culture of continuous improvement.

#### **Compassionate**

We care about people; we appreciate other people's perspectives and we are open to all. We understand our beneficiaries have different needs.

#### **Accountable**

We hold ourselves and others accountable for meeting our objectives and living our values.

## Our strategic goals 2020-2024

1. Provide legally based information, advice and casework support for children and young people with SEND and their parents and carers in England.
2. Inform, educate and train professionals and practitioners working within education, local authority, health, advice and charity sector settings to ensure all children and young people with SEND receive the education and support that they are entitled to under the law. Ensure parents, carers and young people are aware of their legal rights and empowered to challenge unlawful decisions and inadequate provision.
3. Ensure compliance with the SEND law framework by identifying and challenging unlawful practice and being at the forefront of influencing SEND policy development and legislative change.
4. Ensure IPSEA continues to be sustainable, forward-looking and provides high quality services that are responsive to the needs of children and young people with SEND and their families.

5. To deliver the planned outcomes and outputs for strategic objectives 1-4, IPSEA has in place a database capable of meeting IPSEA's case management, volunteer management and donor management needs.

## WHAT WE DO

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Children and young people with SEND are legally entitled to educational support that meets their individual needs, but they frequently fail to receive what the law says they should. Through our advice services, policy work and training, IPSEA is determined to change this.

Since IPSEA was formed in 1983, we have helped to improve educational support for thousands of children and young people with all kinds of SEND.

The impact of this can be life changing.

If the needs of children and young people with SEND are properly understood as a result of a thorough assessment, if the necessary provision is put in place to support them, and if that support is delivered in a suitable school, college or other setting, they are significantly less likely to experience multiple fixed term and/or permanent exclusions, end up out of education for long periods, experience mental health problems, end up "NEET" (not in Education, Employment or Training) or enter the criminal justice system.

### Advice services

Supporting families to ensure that local authorities meet their legal obligations is the prime focus of IPSEA's work. We deliver our services across England, providing free one-off telephone advice and ongoing casework support to parents, carers and young people.

We run two helplines which operate on a call-back basis and a call-in helpline service. Our Advice Line provides one-off next step advice on any educational issue that relates to a child or young person's SEND, including exclusion from school, home to school transport, disability discrimination and the process for obtaining additional support for a child or young person.

On our Tribunal Helpline we give next step advice on appeals and disability discrimination claims to the SEND Tribunal. The Tribunal's role is to resolve disputes between parents/young people and local authorities where they are unable to agree on the support that a child or young person with SEND requires.

Our call-in service is designed for people to access on the spot advice if they haven't been able to book an appointment on our Advice Line or Tribunal Helpline.

Through our Tribunal Support Service we provide families with in-depth casework support. This includes assistance with drafting appeal grounds, compiling evidence, assisting with the case management process, negotiating with local authority representatives, helping with paperwork and providing representation at the hearing. We prioritise cases that are complex or where the parent's ability to advocate is limited – e.g. those who have literacy difficulties, for whom English is a second language, who have significant caring responsibilities or are themselves disabled.

Our advice services are enhanced by our easy to navigate website which is constantly reviewed and updated to ensure it reflects current law and policy and includes a series of template letters for parents and carers to use in securing the education their child is legally entitled to.



## Policy work

In addition to the support we provide to families, we use the evidence gathered from our helplines and casework to influence SEND policy and practice, and to achieve systemic change at a local and national level. We are regarded as thought leaders in the field, and we have been instrumental in shaping SEND law and policy over the past four decades through strategic litigation, influencing government and collaborating with other organisations in the SEND sector.

## Training

As well as training and supervising our volunteers, IPSEA's legal team devises and delivers a range of SEND law training to parents/carers, SENCOs, local authorities and other professionals working within the SEND system. Over the past year we have trained over 1400 parents and carers, ensuring they understand their children's legal rights and entitlements and that they feel empowered to enforce them.

## FUTURE AMBITIONS

We have ambitious plans for the future. The next few years will pose significant challenges for children and young people with SEND. The Government's SEND Improvement Plan sets out a range of planned changes to the SEND system which are being "tested" over a two-year period. We want to ensure that whichever political party is in government, we are appropriately positioned to make sure that children and young people with SEND do not get forgotten as education policies are developed, and that their legal rights and entitlements are protected, promoted and upheld.

We also want to make greater use of technology and reach more of the families and young people who do not traditionally reach out to us, but who perhaps need us the most, including those in the care system, in penal detention and with an unsettled immigration status.

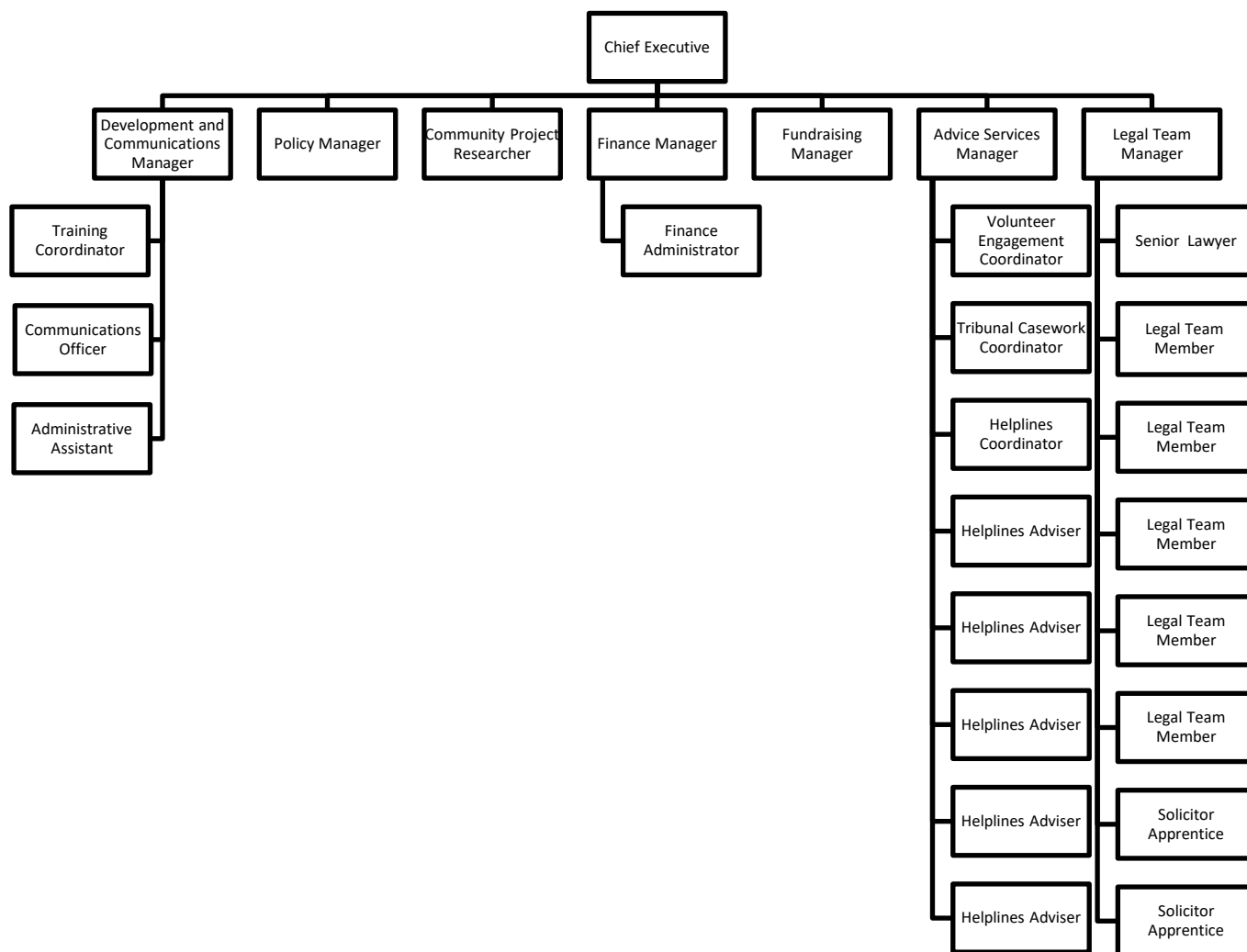


**“The County Council were unhelpful through the latter stages of the process, but Sarah’s [IPSEA volunteer] voice had a weight at this time that mine simply no longer had. She was able to get responses from the local authority when I continued to be ignored. She was able to lend much-needed authority to our responses, and again for that, I am also very grateful.”**

~ Parent helped through our Tribunal Support Service

# ORGANISATIONAL STRUCTURE

We are a small charity with a turnover of circa £1,000,000, but we punch above our weight and hold a prominent position in the SEND sector. We have 28 members of staff working across five teams (Legal, Advice Services, Development and Communications, Fundraising and Finance) and around 80 volunteers. A significant proportion of our staff and volunteers have lived experience of parenting a child with SEND and the challenges associated with navigating the system in order to secure appropriate provision and support.



# ABOUT THE ROLE

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This is an exciting time to join IPSEA. We are a growing national charity that is ambitious to increase our impact. We are a dynamic, supportive and committed team, and offer a flexible working environment with hybrid and flexible working options to ensure our staff can balance work, life and family.

IPSEA's legal team and training courses set the standard in SEND law education. We run between 10 and 16 courses a month covering a range of SEND law topics for both parents/carers and professionals. In addition, we organise webinars every quarter for parents and carers on current issues we are seeing.

Our training encompasses both spot purchase sessions, which we schedule and offer for individuals to book, and commissioned training, which organisations can arrange specifically for their teams.

As the Training Coordinator, you will be responsible for organising all our live training events, whether remote or in person, as well as handling the administration for each training session. You will coordinate the process from start to finish including timetabling the training, reserving the legal team trainer, dealing with enquiries and website booking, reserving places, setting up the remote training links (if needed) and liaising with our finance team as necessary. For our virtual training, you will be launching the session, admitting attendees and addressing any ad hoc enquires. Once training is complete, you will seek responses to our post training questionnaire.

In addition to our live training sessions, we also have various an online/e-learning courses. You will need to be able to set up users, manage accounts, upload updated courses and report to users as required.

We are looking for a good communicator, a team player and someone who is organised and efficient. You will be confident using the telephone, emails and video conferencing and have a professional and friendly communication style. You will be familiar with inputting information into, and extracting data from, excel spreadsheets, know how to manage Zoom and Microsoft Teams and ideally have some knowledge of case management systems.

Please read the more detailed job description and person specification below. If you meet our criteria and want to help us to share our message, please complete our application form.

## JOB DESCRIPTION

<b>Job Title:</b>	Training Coordinator
<b>Location:</b>	Office or home-based with occasional visits to IPSEA's office in Takeley or a London venue
<b>Reports to:</b>	Communication and Development Manager
<b>Contract type:</b>	Permanent
<b>Hours:</b>	Full-time - 35 hours per week
<b>Salary:</b>	£23,920

## Job purpose

- To coordinate the programming and delivery of IPSEA's SEND law training including remote, face-to-face sessions and online/e-learning.
- To respond to training enquiries via email and telephone.
- To coordinate payment and billing for training.
- To provide training statistics for reports.

## Specific role duties

### Face-to-face/remote delivery training

- Coordinate all IPSEA face-to-face and remote delivery/virtual SEND law training events to ensure a smooth delivery including:
  - maintaining an up-to-date and accurate training events calendar
  - setting up training events on virtual platforms (including Zoom and Microsoft Teams)
  - managing attendee queries
  - booking and liaising with IPSEA's trainers as required
  - sending pre-course information to attendees
  - admitting attendees to the training
  - following up after the events with attendees.
- Manage the training inbox and respond in a timely and professional manner to all new enquiries and bookings for IPSEA's face-to-face, virtual and online training and any other queries relating to IPSEA's training.
- Ensure attendees receive all relevant pre and post-course information and assist with any queries they may have before, during and following the training.
- Maintain our central record for all booked training events which includes details of each course, statistics on each of the training courses, payments and links to delegate feedback.
- Liaise with the Development and Communications Manager and Legal Team Manager on training queries, bespoke training and speaker requests to decide appropriate content and cost.
- Coordinate delivery of IPSEA's training contracts and liaise with key contacts.
- Review and analyse feedback received from IPSEA's training events and use this information to inform improvement and development of IPSEA's training courses.
- Work with IPSEA's finance team in the processing of all invoices for training events in accordance with IPSEA's finance procedures.
- Produce monthly management information to share with the Board, management team and wider staff team.

### Online learning

- Liaise with the provider of IPSEA's online Learning Management System (LearnUpon) to gain up-to-date knowledge on system changes and improvements that can be made to IPSEA's training programs.
- Provide day to day support to users of IPSEA's Learning Management System.
- Upload and amend course materials, as necessary.
- Work with the Development and Communications Manager and Legal Team Manager to review the existing online training courses and keep them up to date.

### Supporting IPSEA

- Organise and store paperwork, documents and computer based information in accordance with existing systems.



## Promote

- Promote IPSEA as an exceptional and specialist charity.

## Equality and diversity

- Promote good equality practice and play a key role in ensuring equality of opportunity in the workplace.
- Observe all relevant law relating to equality of opportunities.
- Encourage a working atmosphere where everyone is treated with dignity and respect.

## Any other duties

- The post-holder will work collaboratively with all IPSEA trustees, staff and volunteers to provide a seamless service.
- Any other duties commensurate with the post.

## PERSON SPECIFICATION

### Knowledge, training and qualifications

- Understanding of not-for-profit organisations (Desirable)
- Understanding of issues facing parents of children with special educational needs and/or disabilities (SEND) (Desirable)

### Experience

- Experience of working in a customer service type role (Essential)
- Experience of managing a diverse workload in a busy environment (Essential)
- Experience of devising and implementing administrative systems to increase efficiency and improve quality (Essential)
- Experience of extracting and analysing various types of data and effectively communicating findings (Essential)
- Experience of co-ordinating marketing campaigns (Desirable)
- Experience of co-ordinating different types of training courses with multiple elements and stakeholders (Desirable)

### Skills

- Exceptional customer service skills with proven ability to respond appropriately and effectively to enquiries on the phone and by email (Essential)
- Strong organisational skills with the ability to manage competing demands including maintaining accurate records, managing a busy email inbox and coordinating a number of diaries (Essential)
- A flexible, pro-active approach to work including the ability to work to deadlines, plan, prioritise and manage own workload (Essential)
- Strong time and project management skills (Essential)

- Excellent verbal and written communication skills with the ability to build effective relationships and to be impactful with people of varying levels and experience (Essential)
- Strong interpersonal skills and the ability to be professional and tactful with a good awareness of others (Essential)
- Ability to work autonomously and demonstrate initiative (Essential)
- A team player committed to working collaboratively to achieve results (Essential)
- Data analysis skills to improve and develop training based on feedback (Essential)
- Ability to use Microsoft Office Packages including SharePoint, Word, Excel, PowerPoint, Outlook and the internet (Essential)
- Ability to learn and better utilise IT systems (Essential)
- Ability to deal with sensitive information with discretion and to always maintain confidentiality (Essential)

## Other requirements

- A commitment to treating your colleagues fairly, consistently and with respect (Essential)
- An interest in and understanding of IPSEA's mission and strategy (Essential)
- Resilient, creative, determined and hard working (Essential)

## WHAT WE OFFER YOU

- A laptop, phone and other necessary IT equipment to facilitate hybrid and home working

As an employee, you will receive the following benefit package:

- 25 days annual leave entitlement in addition to bank holidays, plus 3 days fixed leave between Christmas and New Year and a day off for your birthday
- Flexible start and finish times between core hours of 8am and 6pm
- Flexible hours to take time off for medical appointments and caring responsibilities
- Hybrid working
- Health cash plan (on successful completion of probation) – this includes an employee assistance programme, help towards the cost of everyday health expenses including dental and optical, 24 hour GP advice and shopping discounts
- 5% employer pension contribution if eligible
- Paid sick leave
- Paid compassionate leave



[www.ipsea.org.uk](http://www.ipsea.org.uk)

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