



Job Description & Person Specification – Training Manager

Location: Home based (remote) with occasional UK travel, including to the CVAA office base at [Coram Campus](#) in Bloomsbury.

Contract: Fixed term of 13 months leading to permanent.

Hours: Full Time based on a 36-hour week, 9am to 5pm. As a family friendly employer CVAA supports flexible working within core hours and the demands of the role.

Salary: £30-35k dependent on experience plus statutory working from home allowance.

Responsible to: Head of Practice Development.

Direct reports: None but the role involves supporting trainers to ensure effective delivery.

Annual leave: 25 days plus statutory bank holidays.

Pension contribution: 3% of salary rising to 4% on a permanent contract.

About CVAA and the Training Manager role

The Consortium of Voluntary Adoption Agencies, (CVAA), is a membership charity. Our members are 24 voluntary adoption agencies (VAAs) across the four nations of the UK, along with 2 associate members (adoption support agencies) and a number of subscribers (local authorities). Our small team focuses on policy, member services and practice and works remotely but is based in London, working across the UK. We are supported by Board of Trustees comprised of member agency leaders and an independent Chair.

Our vision is for a modern adoption system across the UK which provides lifelong care and support for all the children who need it, validating their identity and ensuring their early relationships are respected through to adulthood. We achieve this through commitment to our core values:

- 1) Children first
- 2) Adoptees and their families are at the heart of everything that we do
- 3) Respecting diversity
- 4) Support for adopters
- 5) Rooted in evidence
- 6) Ambitious for improvement
- 7) Collaboration and partnership.

CVAA works to improve adoption policy and practice across the UK for the benefit of children. This role focusses on the administration and delivery of our hugely successful CVAA [Practice Programme](#) which offers cost effective, evidence based, accessible training, online. The programme covers a wide range of relevant topics all aimed at improving practice across the adoption sector.

The Training Manager role is a newly created one following a restructure of the team. Reporting to the Head of Practice Development the post holder must share our passion to change the world for vulnerable children; be proactive and creative, and able to co-create and host online training to a national workforce, enabling CVAA to remain at the leading edge of adoption practice.

The post holder will have, and effectively use, strong people and negotiation skills and bring experience of developing training or projects in consultation with other stakeholders. They will work with CVAA members and other subject experts to share best practice and support learning together. They will be highly flexible and responsive to issues as they arise and take a collaborative approach to everything they do. They must be very organised to ensure effective delivery of events.

The post holder will be a strong team player, unafraid to roll up their sleeves and dive into whatever needs doing, supporting CVAA colleagues in the day-to-day work of the organisation, ensuring Trustees and VAA leaders are well-informed, confident in their skills and connected to one another.

As this post is working remotely the post holder would benefit from experience of working from home and have a strong ability to self-motivate and manage, as well as meet tight deadlines. The post holder will be responsible for arranging, administering, and hosting online events as well as providing support to trainers as required so effective time management, punctuality and the ability to represent CVAA as a strong ambassador are all essential qualities required for this role.

CVAA's members all deliver adoption services to a diverse community across the UK, so we particularly welcome members of the CVAA team who have lived experience of adoption and or the care system, as well as applicants from the [Global Majority](#).

Purpose of the role

1. To develop, deliver and evaluate content for CVAA's Practice Development Programme

The [programme](#) is a series of weekly practice events which support our commitment to strengthening evidence-based practice by sharing and promoting best practice across the adoption sector. The practice events are a combination of practice sharing workshops, expert-led training sessions and academic seminars.

2. To further develop networks, services, products and opportunities to enhance learning and development across the adoption and children social care sector

Since 2016, the CVAA Practice Programme has supported CVAA's charitable objectives: influencing policy and practice, promoting liaison, collaboration and partnership working, and developing standards of excellence.

The practice programme is delivered in line with a business plan which aims to create a surplus for reinvestment in CVAA activities. Therefore, the postholder will support the Head of Practice Development to continue developing the programme for the future, meeting financial targets alongside maintaining the level of excellence and the reputation that the programme has become known for.

The CVAA Practice Programme has the following primary aims:

- To develop the skills and expertise of the adoption sector through sharing best practice and supporting networks for cross sector learning.
- To increase the visibility and credibility of CVAA as an expert organisation helping to improve services for vulnerable children and their families.
- To support member organisations to adapt to the changing environment of adoption across the UK, by enhancing the skills and knowledge across their workforce.

Main Duties and Accountabilities

1. Effective delivery of the CVAA Practice Programme

- a. Plan and develop content for CVAA's events, in line with the strategic direction agreed with the Head of Practice Development, ensuring the programme is driven by participants' priorities and demands as well as CVAA's analysis of data, research and horizon scanning.
- b. Work within the approved budget, ensuring the operational and financial needs are delivered effectively and to an exceptional standard. This includes managing and recording payments from bookings.
- c. Be the first point of contact for enquiries and bookings for events including for after event queries.
- d. Develop, implement and maintain robust and streamlined workflow and [CRM](#) processes using digital systems for quality execution of the practice programme.
- e. Manage bookings, attendance and pre course materials and communications to ensure course attendees have everything that they need.
- f. Attend practice events to ensure that they are administered, run effectively and smoothly, with high rates of attendee satisfaction.
- g. Produce course materials and ensure they remain updated and are circulated to enable and encourage dissemination of learning.
- h. Provide support to practitioners and trainers who take responsibility for delivering the lead presentation at practice events.
- i. Undertake comprehensive monitoring and evaluation to assess the effectiveness of the programme including practitioner involvement, agency contributions, participant feedback and surveys to establish new/changing demand.

2. Develop and promote CVAA's services

- a. Seek new audiences for practice development activities across the wider children social care workforce.
- b. Support the Head of Practice Development to consult with members on the development of new products and services which will enhance practitioner learning

and meet the development needs of other workforce groups such as panel members, trustees and senior managers.

- c. Contribute to the development of marketing materials to promote CVAA and the practice programme.
- d. Support the marketing strategy for the programme and maximise sales as possible.

3. Support cross-sector collaboration

- a. Work with the Advisory Board to seek their guidance on opportunities for development of the programme and the target audience.
- b. Proactively network with member organisations, external professional and experts to identify and meet new practice development needs.
- c. Attend external events and network with colleagues across the sector.

4. Develop CVAA as an organisation

- a. Contribute to CVAA communications, including weekly updates and monthly newsletters, updating members on upcoming practice events and sharing articles and tools of interest.
- b. Ensure that the CVAA website is always up to date and accurate with changes to events amended in a timely manner.
- c. Provide information and support to CVAA's Board and Subcommittees as required to ensure informed decisions are made.
- d. Contribute to developing and updating the website and promoting the programme on social media.
- e. Work with the CEO and other colleagues to ensure the effective integration and delivery of the practice programme.

5. General requirements

The postholder will be required to:

- a. travel across the UK on occasion to meet members, attend meetings or events, with occasional overnight stays as appropriate. It may therefore sometimes be necessary to work outside of the core CVAA hours.
- b. support all aspects of office management / CVAA functions as and when required to support the wider team.
- c. undertake any other duties related to the job purpose and which may be necessary to CVAA's work.
- d. carry out all duties in a safe and proper manner in accordance with CVAA's Health and Safety Policy.
- e. Undertake all duties in line with the CVAA's values, policies, procedures and regulations, ensuring that the work undertaken is in accordance with equality, diversity and inclusion principles and anti-discriminatory practice.

Person Specification

The following skills and attributes will be required to be successful in this role:

Experience, Skills and Attributes	Essential	Desirable
Experience		
Minimum of two years of organising events and / or training	x	
Working to a budget, and financial targets	x	
Income generation activity / sales expertise	x	
Facilitating / leading discussions and meetings	x	
Outreach work with a range of organisations		x
Marketing activities		x
Project management	x	
Developing publicity materials		x
Working with a range of professional colleagues	x	
Evaluation processes		x
Working in a charitable organisation		x
Skills and Knowledge		
Good basic educational attainment with high level of communication in written and oral English	x	
Knowledge of online learning platforms and techniques	x	
Understanding of anti-discriminatory practice and equality, diversity and inclusion	x	
People management		x
Technological literacy (e.g., Microsoft Office, Zoom, SurveyMonkey, MailChimp, WordPress) and ability to learn new programmes quickly	x	
Highly organised, managing competing priorities and tight deadlines	x	
Knowledge of children's services/adoption		x
Experience with CRM systems and website platforms		x
Attributes		
Self-motivating with good time keeping and able to work with minimal supervision to tight deadlines	x	
Creativity and proactive problem solving	x	
Able and willing to travel across the UK for work purposes	x	
Friendly and approachable manner	x	
Committed to working as part of a team	x	
Ability to work effectively as part of a remote team	x	