

Job Description for the role of Training Support Coordinator

Reporting to:	Training Manager
Location:	Hybrid (a combination of office and homeworking)
Salary:	£23,461
Hours:	Full time 37.5 hours per week
Annual leave:	28 days per annum

Accountability

- Responsible to: Training Manager
- Accountable to: Board of Trustees, Staff and Volunteers, Funders, Stakeholders, Donors

Grassroots Suicide Prevention (Grassroots) is a charity working nationally to prevent suicide. Our vision is 'A future where more lives are saved from suicide' and our mission/purpose is; 'we empower people to help saves lives from suicide through connecting, educating, and campaigning nationally':

- **Connecting:** We listen and connect people to support through our Stay Alive app, tools, and resources to help keep people safe from suicide.
- **Educating:** We offer bespoke and evidence-based consultation and training, co-designed to empower individuals, organisations, and communities to develop the skills and confidence to help save lives.
- **Campaigning:** We help remove the stigma around suicide. We know that most suicides are preventable with timely intervention and the right support. We raise awareness through campaigning on the ground and influencing at a strategic level.

We are looking for a dynamic and highly motivated Training Support Coordinator to join our team. A keen interest in the charity sector and charity administration is essential. We are looking for someone with a can-do attitude, who will relish the opportunity to support our training team and help all staff and volunteers.

We require someone who can provide a solid foundation of administrative support.

Most importantly, we need someone who is organised, a good listener, pragmatic and solution focussed and is passionate about helping us to continue being an effective and impactful organisation with strong administrative procedures.

Main Duties and Responsibilities:

- The post holder will provide high quality administrative support to meet the day-to-day administrative needs of training and undertaking other ad hoc administrative tasks as they arise.
- Supporting across the full client journey from initial enquiry, booking training, material distribution, stock management, data entry, reporting, technical support during training (if needed), data entry and follow-up and evaluation.

Grassroots employee responsibilities

- All employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with policies and procedures at all times.
- Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to Income Generation and raising the profile of Grassroots locally and nationally.
- Strict confidentiality applying to all aspects of Grassroots business must be observed at all times.

Values and Behaviours

Grassroots has a set of values and behaviours to improve the experience of our clients and supporters. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

Compassionate: Our caring and empathic approach underpins and informs everything we do.

Courageous: We are brave, challenging and speak out fearlessly to create change to help save lives from suicide.

Collaborative: Our lived experience enables us to co-design and co-deliver our services to meet the needs of the people we work with.

Integrity: We are open and transparent with an inclusive and respectful culture.

Innovative: We are creative problem solvers, forward thinkers, always striving for excellence.

GSP is a developing charity, and the post holder should be aware that their Job Description may evolve to meet the future needs of the Charity.

GRASSROOTS SUICIDE PREVENTION

Person Specification

	How identified Interview = I Application form = A
Essential	
High standard of general education, A levels or equivalent (or proven relevant experience)	A
Experience in a customer facing role and the ability to deliver high standards of customer service	I/A
Relevant office administration experience, used to working to a high standard in a fast-paced role	I/A
Able to learn new digital systems quickly and follow standardised processes for key tasks	I/A
Ability to work in a team and a collaborative environment, able to form effective working relationships with a diverse range of staff, volunteers and stakeholders	I/A
Ability to work to deadlines and respond effectively and positively to pressure	I/A
Computer literate with experience of data input and strong keyboard skills	I/A
Proficient in the use of MS Word, Excel, PowerPoint, Outlook and Teams. Willingness to learn new IT systems/software relevant to the role	I/A
Desirable	
Experience of working in a charity	A
Experience of using CRM system such as Salesforce and platforms such as Eventbrite, Mailchimp, Monday.com, Survey Monkey	A
Experience of supporting training and event administration	A
Personal Attributes	
Strong commitment to the delivery of excellence in all aspects of administration	I
Communication skills and interpersonal style that engages and supportive of staff, volunteers and stakeholders	I