

# Training Team Lead

## About Nightline Association

Nightlines provide an anonymous and confidential listening and information service, run by students for students at their university. They work to improve student mental health and wellbeing and are open at night when no other university welfare services are available. Nightline services now cover over 100 universities and colleges, or over 1.8 million students, across the UK and Ireland thanks to an incredible team of over 2,100 trained student volunteers.

The Nightline Association is the registered charity that supports, promotes and develops Nightlines. Nightline Association is run entirely by volunteers, who get to play a hands on operational and strategic role in the running of a national charity. By volunteering for the Nightline Association you will not only gain more awareness of the work of the Association and the charity sector, you will also gain transferable skills and make new friends.

## Role Description

Your primary responsibility is to lead the Training team with enthusiasm and diligence, providing support and guidance to volunteers within the Training team. Your team is responsible for providing guidance on training related matters to all Nightlines. The team currently consists of four sub-teams:

- **Training Development** - responsible for developing training resources that complement Nightlines' existing training materials and provide important and relevant skills for Nightline volunteers.
- **Training Review** - responsible for researching existing practice and best-practice in Nightline training.
- **Training Delivery** - responsible for delivering training sessions developed by the Nightline Association to Nightline volunteers
- **Training Support** - responsible for providing guidance and responding to all other enquiries from Nightlines on matters related to training.

It is crucial to have a vision about where to take the training team over the next few years, and this strategy will be developed alongside your line manager and team.

You will sit within the Nightline Services Department, whose role is to support the development of all Nightlines.

## Role Summary

<b>Company:</b>	Nightline Association
<b>Role:</b>	Voluntary role, travel expenses reimbursed
<b>Term Limit:</b>	Three years, with possibility to be extended
<b>Location:</b>	Remote working, open to applicants across the UK and Ireland
<b>Supported by:</b>	Head of Nightline Services
<b>Accountable to:</b>	Member Nightlines and their volunteers, Head of Nightline Development
<b>How to apply:</b>	Email application form to <a href="mailto:applications@nightline.ac.uk">applications@nightline.ac.uk</a>

You will report directly to the Head of Nightline Services.  
The Nightline Development department consists of three teams:

- Quality Assurance Team - ensuring that Nightlines are operating consistently within the Good Practice Guidelines.
- Setup Team - ensuring that new Nightlines are set up smoothly and with our guidance. Also ensuring Nightlines are operating in a sustainable way.
- Training Team - ensuring that the practices of all Nightlines is suitable for training new volunteers.
- Policy Team - providing Nightlines with guidance on writing, developing and maintaining their policies

## Duties and Responsibilities

- Line-manage the existing team of Training Volunteers, including regular team and one-on-one meetings to check on their progress and wellbeing.
- Develop a vision for the Training team and further develop the existing services that the team offers.
- Support volunteers within the Training team to achieve their goals within their roles, including offering support in developing and delivering training materials, conducting research into best-practice, and responding to queries from Nightlines.
- Be in regular contact with Nightlines about Training queries, including proof-reading and developing a Nightline's training documents.
- Create guidance documents about how to best train volunteers, including pooling different approaches of training by Nightlines nationally.
- Correspond with the Quality Assurance Team about writing best practice for Training and advise them on Training-related issues.
- Correspond with the Setup Team about the initial training schema for Nightlines in the set-up process.
- Pro-actively look for new ways and technologies to develop the training of Nightline volunteers.
- Coordinate and run sessions at our annual National Conference, our Autumn Conferences and Seminars for Nightlines throughout the year.
- Regularly report all progress to your line manager, the Head of Nightline Services.
- Other reasonable duties as decided in conjunction with your Head of Department.

## Essential Experience and Skills

- ☐ Be an experienced trainer at a Nightline or another helpline
- ☐ Experience managing a team to produce successful outcomes
- ☐ Strong communication and organisation skills

## Desirable Experience

- ☐ Experience of making developments to Nightline Training, or other similar helpline
- ☐ Experience of writing guidance documents
- ☐ Experience of leading sessions for sizable groups

## Commitment

Whilst how much time you commit to your role at the Nightline Association is largely down to you, we usually expect a Training Team lead to commit an average of four/five hours a week. However, we would also like to stress that this is very much a guide and that volunteers are by no means obliged to commit that amount of time every single week without fail.

You would be expected to attend online team meetings roughly once a month, and to keep up to date with your emails and team messages. There would also be regular line management meetings with the Head of Nightline Services, once every 2-3 weeks. The Nightline Association also has three away days each year which you are encouraged to attend when you can.

## How to apply

This post is an appointed position and will involve an interview following submission of your application form. To apply for this role, please download and complete the volunteer application form and the equal opportunities form from the [current volunteering opportunities page of our website](#) and email them, with any questions, to [applications@nightline.ac.uk](mailto:applications@nightline.ac.uk).