

Part-time Training Coordinator	
Location	Central Bristol or Biggleswade, Bedfordshire
Reports to	Director
Purpose	<p>Unseen is working towards a world without slavery by supporting survivors, equipping stakeholders and influencing systemic change.</p> <p>The Training Coordinator is a pivotal role and will take operational and administrative responsibility for the coordination, development and delivery of Unseen’s training for stakeholders. The Training Coordinator can either be based at Unseen’s head office in central Bristol or the Helpline offices in Biggleswade, Bedfordshire but will be required to travel regularly to carry out the role (under normal circumstances). Working with the Director and wider team, the Coordinator will:</p> <ol style="list-style-type: none"> 1. Maintain and update existing training packages and resources, and lead on development of new training packages and materials to meet requirements and demands of current and potential clients (including e-learning packages using Articulate Storyline 360 and LMS-hosting platforms such as Learnworlds); 2. Build and coordinate a team of trainers to deliver our training packages effectively and efficiently; 3. Market Unseen’s training provisions and grow this area of Unseen’s business; 4. Coordinate training events, liaising with clients and trainers, and delivering feedback reports as required; 5. Report internally on training delivery and development; and 6. Deliver some training packages to a variety of clients including businesses, statutory agencies, NGOs and community groups.
Salary Range	PP26-28 Starting salary of £28,589.37 (pro rata £18,297.20 per annum)
Hours of work	4 days/24 hours per week Working days to be agreed with Director.
Entitlements	Full time staff receive 33 days holiday inclusive of bank holidays. Pension scheme.

RESPONSIBILITIES & DUTIES

1. Maintain and update existing training packages and resources, and help to develop new training packages and materials to meet requirements and demands of current and potential clients.

- 1.1. Work with the Director to identify training needs and develop new packages to meet these needs and gain CPD accreditation for new packages where possible, developing new e-learning packages using Articulate Storyline 360 as well as LMS-hosting platforms such as Learnworlds, and online video making platforms such as Biteable, as required.

1.2. To Work with the Director and wider colleagues to ensure all current packages are updated regularly with statistics, case studies and developments within the Modern Slavery arena.

2. Deliver training packages to a variety of clients including businesses, statutory agencies, NGOs, schools and community groups.

- 2.1. Liaise with clients to ensure a clear brief, and managing expectations.
- 2.2. Deliver high quality training to all recipients.
- 2.3. Collate feedback and write reports where necessary/requested.

3. Build and coordinate a team of trainers to deliver our training packages.

- 3.1. Work with the Director to advertise, interview, train and induct new volunteer and paid trainers.
- 3.2. Monitor training feedback to ensure quality of training delivered on our behalf.
- 3.3. Devise and implement effective quality assurance measures, ensuring all trainers are fully informed and representing Unseen's values at all times.

4. Market Unseen's training provisions and grow this area of the business.

- 4.1. Work with the Director and wider Senior Leadership Team to develop and deliver a tailored marketing strategy for Unseen's training packages, with clearly identified target audiences.
- 4.2. Liaise with clients to encourage repeat business and identify new opportunities to create additional training content, packages and business.
- 4.3. Work with other managers to identify potential opportunities for targeted marketing to increase training income.

5. Coordinate training events, liaising with clients and trainers, and delivering feedback reports as required.

- 5.1. Efficiently administrate training events, ensuring trainers are fully informed of the requirements and client's needs are met.
- 5.2. Collate feedback and follow up as required with the trainer and the client.
- 5.3. With the office administration team, monitor use of printed materials, stationery and equipment.

6. Report internally on training delivery and development

- 6.1. Report monthly, quarterly and annually in line with internal reporting requirements. Keep Director up to date regularly.
- 6.2. Prioritise and attend internal meetings as requested.
- 6.3. Work with Unseen's finance team to monitor and track trainings income and expenditure.

6.4. Develop and maintain administrative and reporting systems to increase efficiency of reporting and monitoring internally and externally.

7. General (all staff).

- 7.1. Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation.
- 7.2. Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures.
- 7.3. Utilise internal and external supervision regularly.
- 7.4. Identify training needs and undertake appropriate training.
- 7.5. Sign a confidentiality agreement.
- 7.6. Undertake any other duties as required and requested.

PERSON SPECIFICATION

Criteria	
Essential Knowledge, Skills and Experience	
1.	Experience of delivering or speaking to both large and small groups as well as train the trainer experience
2.	Marketing experience and using different and diverse channels
3.	Experience in developing training packages and materials, including e-learning courses, using Articulate Storyline 360 software, or similar, and LMS-hosting platforms such as Learnworlds
4.	Excellent administration and coordination skills
5.	Experience coordinating and managing a team/others
6.	Understanding or experience of working in an educational setting
7.	Ability to manage and work within a multidisciplinary team
8.	A track record of successfully developing positive, productive and collaborative working relationships with a wide variety of partner agencies/clients
9.	Experience and ability to work with basic AV and PA equipment
10.	Experience of evaluating and monitoring impact and reporting on this
11.	Ability to produce timely and accurate reports relating to services delivered, clients and finances
12.	Experienced and competent user of Microsoft Office products (incl. PowerPoint, Excel & Office)
13.	Experience of delivering training/presentations or public speaking
Skills and Abilities	
14.	Ability to work professionally with internal team as well as external agencies
15.	Excellent communication and interpersonal skills
16.	Excellent time management skills
17.	Accurate record keeping
18.	Ability to utilise supervision/management effectively
19.	Ability to multi-task and meet deadlines
20.	Excellent organisational skills and attention to detail
21.	Ability to pick up new content quickly and make connections across a variety of topics
Values	
22.	Commitment to social justice issues and the restoration of vulnerable people
23.	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
24.	Positive, enthusiastic and solution focused attitude to work
Other	
25.	Ability to demonstrate resilience and work under pressure
26.	Willing to work flexibly, to work outside core office hours and to travel
Desirable	
27.	Understanding of Modern Slavery and Trafficking in the UK and beyond
28.	Understanding of National Referral Mechanism (NRM)

30.	Understanding of Modern Slavery Act and transparency in supply chains legislation
31.	Wide knowledge of training platforms, and tools available