

## **TRAINING TEAM MANAGER (INTERIM)**

<b>Salary:</b>	£36,000 pa FTE
<b>Hours:</b>	22.5 hours per week
<b>Responsible to:</b>	Head of Income Generation (CEO while this post is vacant)
<b>Based:</b>	Bristol based with up to 50% working from home
<b>Pension:</b>	5%
<b>Annual leave:</b>	27 days + bank holidays (pro-rata)
<b>Contract:</b>	Fixed term up to 12 months

### **Equality, diversity, and inclusion**

At SARSAS we strive to create a workplace that reflect the communities we serve and where everyone feels empowered to bring their full, authentic selves to work. We want to build an inclusive culture that encourages, supports, and celebrates diverse voices. We actively encourage applicants with protected characteristics to apply.

We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias. Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process.

### **About the role**

This is an exciting opportunity to help SARSAS realise it's vision of a world without sexual violence, through our ambitious strategy to extend our training and preventive programmes.

Anchored in the voice of survivors and a feminist, women-led organisation you will lead our training team to deliver across multiple workstream and sectors to work towards achieving the change in society needed to end sexual violence.

Building on our excellent reputation and experience of delivering to VCS, statutory and corporate organisations, you will develop and implement credible plans to increase existing (training) business income, seeking out new opportunities and ensuring there is a realistic training pipeline.

You will support the team to ensure our diverse offer is accessible and delivered within agreed time, scope and budget.

### **About you**

You will be passionate, creative, experienced and skilled in enabling the delivery of high-quality training programmes to drive forward our training and prevention services that have the voice of survivors at the heart of delivery.

You will be a strong and compassionate manager with the relevant qualities and experience to support a team of highly trained workers, with an understanding of the impacts of vicarious trauma.

You will be a strategic leader able to sustainably develop and grow our training provision enshrining our offer is agile to meet emerging needs.

You will be an effective communicator who will relish building and managing external relationships with clients, partners and funders across the VCS, statutory and corporate sectors, excelling in developing and maintaining internal relationships and external partnerships.

You will have excellent project management skills, ensuring that training services are delivered within time, scope and budget, with effective team-working skills and an ability to self-direct, manage your own time and prioritise effectively.

You'll be excited by the opportunity to join SARSAS and work in a varied and busy role within a collaborative and supportive environment.

### **About SARSAS**

SARSAS exists to relieve the trauma and distress, and help rebuild the lives, of survivors who live in Somerset, Bristol, South Gloucestershire, North Somerset and BANES, who have experienced any form of sexual violence, at any point in their lives.

SARSAS also campaigns and raises awareness about rape and sexual violence to change the narrative about sexual violence and enable survivor's voices to be heard. Partnership work with a range of agencies locally and nationally is a priority to enable social change.

SARSAS works to feminist principles: this underpins both what our service is and how it is run. Our work is guided by a trauma-informed approach which understands how traumatic experiences can impact on survivors and keeps an awareness of the effects of trauma at the forefront of our approach to support.

## **Key responsibilities**

### **Training delivery and development**

- Provide oversight and hold responsibility for the delivery of our training programme ensuring that training is accessible and agile to meet emerging needs.
- Work alongside colleagues to ensure all training is informed by and reflects the voices of survivors.
- Develop and implement credible plans to grow and expand training provision and income, seeking out new opportunities, ensuring there is a realistic training pipeline which aligns across workstreams.
- Work alongside the Comms Team to support, develop and implement the training marketing and communications strategy to deliver impact and income.
- Oversee the successful delivery of work programmes that deliver our internal Learning and Development framework.
- Ensure that training services operate within agreed time, scope and budget.
- Manage the training infrastructure (systems, processes, procedures), ensuring effective systems are in place and used to enable effective record keeping, monitoring and evaluation and accountability,
- Report regularly on KPIs, progress, secured income, updated forecasts achieving financial targets and agree on adjustments to mitigate risks and shortfalls.
- Maintain up to date knowledge and skills by keeping abreast of any changes in legislation, best practice, and policy, ensuring this is the case for team members and changes are reflected in provision.

### **Relationship management and stewardship**

- Design and implement generic and bespoke stewardship plans for all partners and clients, working closely with the Comms Team on the development of tools as necessary.
- Be the engagement lead and point of contact for key stakeholders relating to our training offer, effectively managing and stewarding relationships and regularly engaging with networking and partnership opportunities.

- Provide advice and support, as necessary, for staff who serve as primary contacts for partners and clients, to ensure that relationships are maintained to a high standard
- Ensure a culture of excellent client focused approaches for all internal and external stakeholders.
- Actively seek ways for training services to be inclusive and diverse.

### **Planning, monitoring and evaluation**

- Working closely with the SLT and relevant managers, develop the training pipeline, which aligns across all programmes, and collaborate on quarterly update reports for the Board of Trustees and the Finance, Risk & HR Sub-Committee.
- Support SLT/ team leads to define training priorities, ensuring that resources are deployed in a timely, and proportionate manner.
- Maintain accurate and up-to-date records to evidence the impact of training activities, including raised income, pipeline acquisition, client retention, client engagement metrics, and our training growth rate.
- Provide high-quality monitoring and evaluation reports.

### **Staff Management**

- Provide leadership for your team, inspiring and motivating staff, freelancers and volunteers, setting KPIs, reviewing and improving performance, ensuring fundraising meets/exceeds targets.
- Provide and/or oversee line management of team members, ensuring that professional standards are maintained, and staff wellbeing is supported.
- Ensure that all work adheres to all policies including Safeguarding and Data Protection guidelines.
- Work alongside the HR Officer, to co-ordinate the recruitment of training staff.

### **Additional Information**

- Undertake any other duties commensurate within the role including working flexibility to organisational priorities
- Work as part of a team, promoting the ethos and values of SARSAS
- Ensure that all work is conducted in line with SARSAS policies and procedures and Rape Crisis England & Wales (RCEW) National Service Standards
- Attend all training, whether statutory or non-statutory, as required
- Adhere to SARSAS's policies and procedures

- Actively participate in the risk assessment, management of risk process, and all aspects of Health and Safety

This job description is not exhaustive and is subject to review in consultation with the post holder and according to future changes/developments within the organisation.

<b>Person Specification</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>▪ Experienced and effective manager with strong leadership abilities.</li> <li>▪ Successful track record of developing and managing activities within agreed timescale, scope and budget.</li> <li>▪ An in-depth understanding of training needs and opportunities in relation to sexual violence across the VCS, statutory and corporate sectors.</li> <li>▪ Excellent communication and interpersonal skills, with the demonstrable ability to build and maintain robust relationships at all levels with internal and external stakeholders.</li> <li>▪ Excellent organisational skills, able to self-direct, prioritise tasks and work under pressure.</li> <li>▪ Fully IT literate including MS Office.</li> <li>▪ Experience of and commitment to working with equality and diversity.</li> <li>▪ Demonstrative experience of compassionate leadership and commitment to continuous improvement.</li> <li>▪ Willingness and ability to travel as required.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good knowledge of the mental health sector and sexual abuse</li> <li>▪ Experience of working with, supporting and overseeing external consultants.</li> </ul>

<b>Personal</b>	<ul style="list-style-type: none"><li>▪ Commitment to the vision, mission, aims and values of SARSAS and keeping the survivor experience and voice at the heart of all work</li><li>▪ Creative, curious, and flexible with an adaptable approach and willingness to change priorities accordingly</li><li>▪ Solution focussed with the attitude, drive, and resilience to lead, motivate and inspire others</li><li>▪ Commitment to own wellbeing and continuing professional development with the ability to source support or ask for assistance</li></ul>	<ul style="list-style-type: none"><li>▪ We value lived experience</li></ul>
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