

Training & Development Manager

Job Description



- Responsible to:** Head of External Engagement
- Job Summary:** Families Outside is the only national charity in Scotland that works solely to support the families affected by imprisonment. This post develops and manages the training and awareness-raising delivered externally regarding families affected by imprisonment in order to guide key professionals to support families within their own remits.
- Salary:** Families Outside scale points 38-41, updated annually subject to appraisal and where funds allow.
- Hours:** 28 hours per week worked flexibly.
- Location:** This post will be based at a Families Outside office in Edinburgh, but with scope for home working and a significant amount of time in the field representing Families Outside at meetings, delivering training, and supporting staff with a training remit.
- Probation:** A probationary period of 6 months will apply.
- Holidays:** 25 working days per year, plus 10 Public Holidays increasing to 27 days after five years of service (all pro rata).
- Pension:** The pension scheme is a Group Stakeholder Pension Scheme. Employees can choose to “opt out” of the scheme, but without doing this means automatic enrolment. Families Outside will contribute 4% to the scheme. Employees choose their own level of contribution. The combined total is required to be at least 7%.

Key accountabilities	Tasks
<p>Ensure relevant service providers will be well-informed about the issues facing families affected by imprisonment, recognising and supporting these families within their own remits</p>	<p>Lead the development and delivery of training to external stakeholders, raising awareness of the impact of imprisonment and potential supports, to key professionals, interest groups, and the wider public.</p> <p>With the support of the Training & Events Coordinator (and other colleagues as appropriate), liaise with external organisations to promote, develop, and deliver presentations, workshops, and training tailored to a wide range of community justice settings and stakeholders in Scotland.</p> <p>Oversee the Training and Events Coordinator’s work plan to ensure events are being supported effectively.</p> <p>Set, implement, and ensure consistency of appropriate fees for delivery of training.</p> <p>With the support of the Training & Events Coordinator, organise and oversee the bookings for training sessions.</p> <p>Responsibility for the training and support of internal trainers, as required. Ensure that suitable training facilities and relevant equipment are available and ready.</p> <p>Monitor and evaluate Families Outside’s training programme’s effectiveness and success regularly, and report on them to Head of External Engagement quarterly.</p>

<p>Line manage the Families Outside Training & Events Coordinator and volunteers</p>	<p>Line manage and support the Training & Events Coordinator in accordance with Families Outside practice guidance.</p> <p>With the support of the Resource & Development team, maintain and deliver a comprehensive induction programme for new staff trainers and volunteers.</p> <p>Work within Families Outside’s management and supervision policies in order to provide effective support and performance guidance to the training team, ensuring high quality and consistent provision of training.</p> <p>Manage staff and volunteers in line with Families Outside policies and management processes, and feed back to the Head of External Engagement on any relevant staff or management issues.</p> <p>Attend managers’ meetings, linking closely with other team managers, to raise any concerns or issues with staff.</p>
<p>Ensure effective communications</p>	<p>Assist the Support & Information Services Manager, as well as other relevant External Engagement Team staff to develop appropriate and relevant information for families and professionals in partnership with others and informed by families’ needs and views.</p> <p>Work with the External Engagement and administrative team to publicise and promote training and other learning and development opportunities.</p>
<p>Represent Families Outside</p>	<p>Represent Families Outside on relevant meetings, conferences, events, and working groups.</p>
<p>Adhere to all Families Outside organisational policies, working within the aims and objectives of the charity.</p>	<p>Attend and participate in staff meetings, including Whole Team Meetings, and in Families Outside events as required.</p> <p>Bring to the attention of the Head of External Engagement, or in their absence, the Chief Executive, any situation that may compromise the organisation’s position.</p> <p>Actively engage in internal and external communications.</p> <p>Attend relevant and appropriate training courses.</p> <p>Adhere to and maintain professional boundaries at all times.</p>

All staff should use the opportunity to seek support and help from the line manager when appropriate and necessary. Regular development sessions will be given, and the opportunity to debrief at other times will be paramount.

All staff are expected to undertake any other reasonable duties as required and appropriate to the role. Additional duties will be to cover unforeseen circumstances or changes in work and will usually be compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

This post may be subject to a disclosure check carried out through Volunteer Scotland. A previous criminal record does not automatically prevent someone from qualifying for this post. Each case will be assessed on its own merits.

Person Specification - Selection Criteria	Essential	Desirable
Previous Experience		
Experience of working with disadvantaged or vulnerable groups	*	
Experience of working with partner agencies	*	
Experience in management of paid or unpaid staff		*
Some knowledge of the criminal justice system	*	
Skills and Ability		
Ability to understand and empathise with the needs of families affected by imprisonment	*	
Experience of or ability to deliver training to diverse groups, online as well as in person	*	
Experience in the development of training materials and methods	*	
Excellent listening, verbal, and written skills and the ability to write reports	*	
Skills in information gathering, analysis and interpretation	*	
Knowledge and experience of development work and experience of working through collaborative models	*	
Highly developed communication and contact skills	*	
Ability to access support from external agencies	*	
Ability to work independently and as part of a team	*	
Ability to organise/prioritise/manage work load in a pressurised environment	*	
Computer literate with experience in the use of IT communication, web and email management, and word processing packages	*	
Valid driving licence and access to a car for work purposes	*	
Personal Qualities		
Understand and demonstrate commitment to the aims and values of Families Outside, in particular to the principles of equal opportunity and diversity	*	
Willing to work flexibly and professionally to meet the needs of the organisation	*	
Willingness and ability to work occasional unsocial hours and to travel across Scotland to participate actively in relevant meetings and events	*	
Able to work under pressure and think innovatively about how best to use limited resources to come up with new ways to support children, young people and families	*	
Non-judgemental, approachable and reliable, calm attitude, and able to maintain confidentiality and personal boundaries	*	
Self-aware, regularly reflecting on your work and its impact on target audiences	*	
Willing to undertake relevant training and commitment to personal development	*	
Open to learning from others and willing to share knowledge and best practice when and as appropriate	*	