



**Training Facilitator and Team Leader  
(In Person)**

**Advice, Training and Information Team**

# Job Description:

**Job title:** In Person Training Facilitator and Team Leader

**Responsible to:** Training Learning Lead

**Location:** Home-based

(with travel and work in London) or office-based (Vauxhall)

**Hours:** Full time (we offer flexibility so that you can fit your job around your home life - which is really important to us).

**Contract:** 12 months with extension dependent on funding

**Salary:** £30,000 per annum pro rata (plus £3,323 London weighting, if applicable)

**Are you a warm, engaging and exceptional workshop and training facilitator passionate about social justice?**

## About Kinship:

If you're passionate about purpose – real change for real people, then now is a good time to join us. We are Kinship.

We support grandparents, siblings, aunts, uncles, other family members and friends who step up to raise children when their parents can't.

Our vision is for a society where every kinship family has the **recognition, value** and **support** they need and deserve.

## What you need to know about this role:

We know kinship carers are **strong, capable and fiercely determined** to ensure they get what they need to support their kinship family. And we want to support them to feel confident and empowered to do that. A new training contract with the Department for Education will support this outcome.

This role is **pivotal** in supporting kinship carers to understand what being a kinship carer actually means, what choices are available to them and how to access the information and advice they need for their kinship families in England.

You'll lead and facilitate our introductory training workshops for kinship carers, alongside a kinship experienced colleague.

You'll be part of a team **delivering regional roadshows** across the country. You'll help facilitate on the day, presenting to kinship carers across England. Alongside roadshows you'll deliver introductory training at local peer support groups. You will also provide line management to our Kinship Experienced In Person Facilitator.

You'll join a new team – **Advice, Training and Information** who will be resolute about creating a positive and impactful learning experience for all kinship carers in England.

A strong facilitator and communicator, you will need to be great at presenting content to kinship carers. You'll need to calm under pressure and able to deliver exceptional in person workshops and training to small and large audiences.

Being interactive, engaging and able to read the room are essentials for this role. You'll be curious – and always thinking about how you can improve your delivery and the experience for kinship carers. We're building a team who is open, focussed on the needs of kinship carers and who are looking to continuously and positively improve.

As part of this new training service, you'll receive all the training and development to support you to succeed in this role. This may include overnight stays as part of induction and training.

This is a role that will need to travel and we're happy to discuss how this could work best if you have kinship caring responsibilities. You will not be responsible for logistics.

### **What you'll need to achieve in this role:**

- Co-delivering exceptional in person introductory roadshows to kinship carers in England (16 over a 12-month period) as part of a delivery team.
- Leading exceptional in person introductory workshops to peer support groups in England (individual target - 20 plus over a 12-month period).
- An in-depth understanding of kinship care in England (we'll provide training and support).
- Consistent approach across training experiences, following manualisation processes.
- Effectively facilitating roundtable discussions (as part of the roadshow format).
- Supporting consultation events with kinship carers to support co-design of the service.
- Ensuring KPIs for service delivery (including feedback and evaluation) are met including kinship carer experiences (90% service user satisfaction).
- Ongoing continuous development of training resources and delivery using insight, data and participation from kinship carers.

- Consistent approach across training experiences, following manualisation processes.
- Ensuring training is accessible and adapted as required.
- Be comfortable being a 'face' for the service in promotion, in person and for online resources.
- Take part in creating online content, including being confident in front of the camera to produce video and verbal content to add to our online resources, advice and guidance.
- Contribute to online resources as required.
- Take accountability for using Salesforce effectively as our case management system to support service delivery learning, high performance and evaluation.
- Ensure excellent administration in your delivery, keeping to deadlines.
- Work closely with Advice Service, Peer Support Service and Programmes teams to create onward referral pathways.
- Work with local authority partners to create regional content for in person introductory training workshops at peer support groups.
- Ensure tone of voice, language and brand are inline with Kinship guidelines.
- Contribute positive active learning and proactively create opportunities to understand kinship carers needs for training (using learning logs).
- Contribute to case studies demonstrating impact of training service alongside ongoing insight to influence policy and campaigning development.
- Actively contribute to a delivering high performance across the team.
- Commitment to personal development.
- Live the Kinship values and behaviours daily, embedding collaboration and learning with others across the organisation as part of your role.

#### **Management and supervision:**

- Line manage and supervise Kinship Experienced In Person Training Facilitator.
- Set clear objectives to achieve targets and outcomes.
- Actively encourage personal development and learning.
- Increase efficiencies and impact across the team.
- Ensure good team induction processes and systems are in place.
- Role model Kinship values.



## What you'll bring (your experience):

### Essential experience, skills and abilities:

- Substantial line management experience.
- Substantial experience delivering engaging in-person training and workshops for diverse audiences, or transferable skills which demonstrate excellent communication and presentation skills.
- High quality and professional in-person facilitation skills, or transferable skills which demonstrate excellent communication and presentation skills.
- Demonstrable experience of holding clear boundaries and managing unforeseen circumstances (like disruptive behaviour) within training contexts, or transferable skills which demonstrate your ability to manage boundaries and unforeseen circumstances in a professional context.
- Proven experience of delivering training workshops which deliver impact and learning outcomes for participants, or transferable skills which demonstrate your ability to deliver positive outcomes in a professional context.
- Excellent Powerpoint skills.
- Experience of working with communities with different levels of digital literacy.
- Ability to develop in-depth subject knowledge (kinship care for example) to deliver consistent and up to date content.
- Excellent written, verbal and visual communications with high attention to detail, representing Kinship and this new training service with conviction and professionalism.
- High degree of confidence using technology, or willingness to develop and take accountability for using technology.
- Willingness to think outside of the box and ability to work with others to work in non-traditional ways to achieve change for kinship carers and their families.
- A positive, can-do, solutions driven attitude that helps contribute to a clear learning culture for the team.
- Ability to work on your own initiative and manage a complex and varied workload to successfully meet project deadlines and targets.
- To act at all times in the best interest of Kinship and the families we support.
- Resilience when dealing with challenging and sensitive issues.
- Non-judgemental (reflected in language and behaviour).

### Desirable experience and knowledge:

- Experience presenting content in video format.
- Experience of using Salesforce.
- Knowledge and understanding of kinship care and/or children and families who need support.

### General attributes:

- Commitment to equal opportunities and diversity and a respectful approach to working with people from a range of backgrounds.
- Flexible and willing to travel for work occasionally across England.
- Excellent written and spoken English
- Right to work in the UK

## Your main relationships will be with:

- Kinship Experiences In Person Training Facilitator
- Training and Learning Lead
- Training team colleagues including Training Facilitators
- Training Officers
- Associate Director of Advice, Training and
- Information Advice, Programmes and Peer Support
- Teams Kinship carers

## Equality and Diversity

Kinship is committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community. Applicants will be treated fairly throughout the recruitment process and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, sex, gender reassignment, religion or belief, age, sexual orientation or any other relevant characteristic.

For this role we are actively seeking applications from Black, Asian and minority ethnic applicants who are currently under-represented at senior management levels in the charity.



## How to apply:

Please refer to the Job Description for this role to check that you meet the criteria in the “knowledge, skills and experience” section that are necessary for the job.

You are invited to apply for this role, please attach your CV and respond to the following **five** questions via the BeApplied recruitment platform here

<https://app.beapplied.com/apply/w9hy25qply>

Please note that all answers will be viewed anonymously by reviewers and CVs will not be viewed until after this sift has happened. This is the first opportunity to demonstrate your experience and to stand out in the recruitment process.

Reviewers will not see all your answers together until the end and will be marking on the strength of the response to each question.

Please think about how you write your responses so that it's easy for reviewers to read (for example using bullet points and paragraphs). Please do not use AI tools like ChatGPT to produce your answers. These are flagged in our recruitment system.

You will have a maximum of **250 words** per answer.

1. **With reference to the job description describe how your experience and values are a good fit for this role at Kinship?** (250 words max) This is your opportunity to highlight your passion, experience and skills that you'd bring to this role both as a team leader and a facilitator.
2. **Tell us about your experience facilitating training workshops that deliver impact to diverse audiences** (max 250 words). Here you should think about diverse audiences broadly and give examples of how you have successfully met the needs of varied audience in the past.
3. **How would you manage a training session in a peer support group where one person was being disruptive to the rest of the group** (max 250 words)? Share how you would approach this situation using examples to highlight similar experience in your past work.
4. **Describe three things which are key to delivering an engaging and high- quality in person training session** (max 250 words). Consider the most important areas to engaging all participants in a high quality training session. Use examples to highlight how you would achieve success in this area.
5. **Describe your approach to managing a happy and high performing team** (max 250 words). Opportunity to talk about your approach to managing a team and they key things you'll put in place.



## Key dates:

The interview process will be **one stage** in person.

Application deadline: **12 PM, Friday 25 October 2024**

Interview date: week commencing 4 November 2024

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons. Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications.

If you would like to have an informal chat and learn more about this position, please feel free to reach out to our fantastic Training and Learning Lead, Kate, at [kate.kayley@kinship.org.uk](mailto:kate.kayley@kinship.org.uk) for further information.





# What it means to work at Kinship:

## Our vision:

A society in which kinship carers and the children they care for are **recognised, valued** and **supported**.

## Our mission:

To ensure that kinship carers and the children they care for get the **support** and **recognition** they need.

“

Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers. **(Staff member at Kinship)**

”

We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.



# Our Values:

## Be bold

### We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



## Be stronger together

### We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose Ask whose voice and experience
- may be missing



## Step up

### We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions Ask for
- and give honest feedback



## Put people first

### We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



# What we can offer you:



## Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



## Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



## Family: wellbeing:

- Our policies include kinship care, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



## Health and

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Regular 'Wellbeing Wednesdays'
- Charity Worker discount scheme



## Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



## Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



## Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.



## Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.

# Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector. Kinship operates a blind recruitment process in-house and any identifying information will be removed from your application prior to shortlisting.

## Standard clauses:

- This role will require satisfactory Basic Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

**Note:** This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.

Candidates must have a willingness to work evenings and weekends as required (time off in lieu will be provided) and to travel nationally (when possible) to attend events.