



Training and Recruitment Specialist

Salary	£18,000 pro rata 21hrs (£30,000 FTE)
Hours & Location	Part-time 21 hours Brighton Office - with opportunity for hybrid working.
Reports to	Charity Director
Criminal Record Disclosure Required (DBS)	None

MindOut Core Purpose

To improve the wellbeing of LGBTQ+ people who experience mental health challenges, reducing mental health stigma and promoting a positive mental health culture.

Purpose of the role

This role combines the skills of Training delivery management with Volunteer & HR operations specialisms, and is a role that sits in both the Operations and Income Generation Teams of MindOut. It is envisioned that the training specialism element will account for 80% of the role, with 20% spent on supporting the Charity Director with HR and Volunteering operations, although this may vary at certain times of the year where recruitment needs may increase, or during system improvements.

As the Training Specialist you form part of the Income Generation Team to combine business development and co-ordination skills to follow up on enquiries, secure new clients and generate training sales income. The training service has grown significantly over the past 3 years and generates a proportion of our unrestricted annual income. You will lead a team of associate trainers (many freelance) by increasing our course offering and making use of evaluations to ensure delivery remains of the highest quality.

As our HR and Volunteering Specialist, you will support the Operations Team, along with the office administrator and under the leadership of the Charity Director, to support our People and Culture strategy. You will coordinate the recruitment of employees, freelance workers, students and volunteers, for the team, leading the full recruitment process. You will follow and update process and procedures to ensure we meet compliance and best practice.

This role offers an opportunity to be part of a unique charity working to improve the lives of LGBTQ people around mental health.

Role description

You will have the skills, experience, sensitivity and personal confidence to support all the activities of the charity but will have specific responsibility to:

Main Tasks – Training Specialist

- Engage with potential customers, to secure sales and on-going purchase agreements. Demonstrating the ability to take client calls, assess client needs, support content and match trainers to deliver across a range of markets – from third sector commissions to large corporate customers
- Maintain proactive contact with existing clients, professionals and associate trainers as appropriate in order to maximise income
- Expand current market across sectors inc NHS, private, corporate using the feedback and promoting the training service nationally

- Evaluate the effectiveness of current and future training packages through monitoring of feedback, creating reports, and implementing changes to ensure up to date content and high standard of delivery is maintained and packages that reflect the ever-changing dynamics faced by the LGBTQ community
- Develop and deliver our training offerings as an income generation priority, reviewing pricing structures to maximise competitiveness and unrestricted income, working to meet agreed targets
- Lead on the development and delivery of high-quality training service focused on LGBTQ mental health and inclusion with our pool of associate trainers
- Monitor and ensure the successful delivery of in-room or online training, ensuring our learners have a brilliant experience of MindOut training from beginning to end
- Co-ordinate and deploy MindOut's training associates' to deliver on assignments, support trainers with training content, ensuring it's evidenced by latest research and delivered to MindOut's high quality standards
- To provide reports, analysis of data and information to the Charity Director and Board
- Significantly improve the ability of public, third and commercial sector professionals to become more aware of LGBTQ mental health, health inequalities for LGBTQ people in service provision and workplaces

Main Tasks – Recruitment Specialist

- Lead on the end-to-end recruitment procedures for employees, freelance workers, volunteers and student placements, including job/role postings, application screening, and interview scheduling.
- Ensure all legal and regulatory requirements and obligations are met, such as obtaining right to work documents, proof of identity and processing DBS checks, all done in a professional and LGBTQ inclusive manner
- Coordinate internal onboarding and training programmes
- Oversee the HR and Volunteer Management systems, offering advice where we may need to update and implement new or improved systems, and leading on the implementation and training of any new systems
- Engaging with third party organisations, such as Volunteer and HR recruitment centres and platforms, or universities
- Handling employee and volunteer enquiries and resolving volunteer and HR related issues, in collaboration with the Charity Director
- Planning and organising regular volunteer events and activities
- Leading on general volunteer communications and ensuring prospective and existing volunteers feel supported, engaged, informed and valued

General Responsibilities

1. Attend as appropriate meetings with the Charity Director, staff team and MindOut executive and sub committees
2. Prepare regular reports as required by the Charity Director, MindOut committees or project funders
3. Carry out other such tasks as appropriate which may be reasonably expected
4. Carry out all responsibilities with regard to MindOut's Equality, Diversity and Anti-discrimination Policy and all other policies
5. Provide day-to-day management of all volunteers in your team, engaging them and utilising their support effectively
6. To participate in relevant training and self-development

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the post holder will work flexibly, responding to organisational need and changes as they occur. This job description will be reviewed periodically with the post holder to take account of changing demands. You will also contribute to the wider corporate and organisation needs of MindOut, such as supporting our fundraising efforts.

Policies and Procedures

In addition to your professional code of conduct, you must familiarise yourself with and adhere to MindOut's policies and procedures. If you manage staff and/or volunteers it is your responsibility to ensure that your team are made aware of and understand the policies and procedures relevant to their role and are compliant with compulsory training requirements.

Information Governance and Confidentiality

Working or Volunteering with MindOut often involves access to personal information relating to people we support, employees, volunteers, freelancer workers, students and supporters. This information is confidential and must not be disclosed to anybody, other than when acting in an official capacity. Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence, and in the case of computerised information could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998 (2018).

Safeguarding and Mental Capacity Act

All of MindOut's workforce (paid and unpaid) have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Health and Safety at Work Act

You have personal responsibility to take care of your own health and safety and that of others who may be affected by your actions at work. Ensure you observe the Health and Safety procedures, and carry out your duties as instructed.

Conduct

As an employee, volunteer, student or freelance worker, you are an ambassadors for MindOut, responsible for promoting, maintaining and upholding the reputation of MindOut at all times, in line with our values.

PERSON SPECIFICATION

Outlined below are the experience, skills, knowledge and competencies required to carry out the tasks described within the job description. Please ensure that you use examples to demonstrate that you meet each individual criterion in your application.

		Assessment Process	Essential/ Desirable
	Experience		
1	Understanding and broad experience of LGBTQ identities and intersectionality	A & I	E
2	Experience of negotiating commissions for products and services related to training (desirably, within the health and social care field)	A & I	E
3	Experience of income generation, marketing and initiating the sale of training courses	A & I	E
4	Experience of nurturing customer and stakeholder relationships across all sectors	A & I	E
5	Experience of recruiting processes and procedures for recruiting employees and/or volunteers	A & I	E
6	Experience of implementing CRM systems	A & I	D
	Skills		
7	Demonstrable ability to lead on, create, develop training resources and courses.	A & I	E
8	Excellent communication, presentation, facilitation and interpersonal skills	A & I	E
9	Ability to create reports to evaluate the effectiveness and quality of training courses and recruitment practices	A & I	E

10	Written and oral communication skills to prepare and deliver reports, newsletters and presentations	A & I	E
11	Ability to work flexibly as part of a team and on your own initiative.	A & I	E
12	Ability to support a small team of freelance associate trainers	A & I	D
13	Ability to engage volunteers and support the wider team with volunteer management techniques	A & I	D
14	Excellent organisational skills, ability to think strategically, meet deadlines and review priorities	A & I	E
	Knowledge		
15	Knowledge and understanding of structural health inequalities affecting LGBTQ communities, related mental health statistics and research.	A & I	E
16	Knowledge of and demonstrable commitment to affirmative and inclusive practice.	A & I	E
17	Knowledge of how to drive and plan business development within the third sector	A & I	E
18	Knowledge of effective employee and volunteer recruitment strategies and techniques	A & I	D