



STAFF & VOLUNTEER TRAINING MANAGER

Job Title: Staff & Volunteer Training Manager

Reporting to: Business & People Manager

Location: HideOut Youth Zone and Salford Youth Zone

Salary: £29,076 - £31,277

Holidays: 33 days including bank holidays (pro-rata)

Hours: 40 hours per week (including some evenings and weekends)

Key Relationships: Business and People Manager, Head of Youth Work, Director of Operations, Volunteer Manager

ABOUT EMPOWER

EMPOWER is the umbrella charity that currently oversees operations of the award-winning youth charity based in Manchester, HideOut Youth Zone, which opened in 2020.

HideOut Youth Zone has supported over 7,000 children and young people since it opened, offering a dynamic youth provision that is open 7 days a week (including school holidays).

HideOut's state-of-the-art building provides young people with somewhere safe to go, something positive to do and someone trusted to talk to, with facilities that include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites.

Due to the success of HideOut Youth Zone, EMPOWER has been granted the opportunity to open another Youth Zone within Greater Manchester – Salford Youth Zone (known officially as SYZ).

The two Youth Zone's sit under EMPOWER and within the OnSide network; a growing number of Youth Zone's across the UK which are funded, built, supported and launched by the national charity, OnSide.

It is EMPOWER's vision is to ensure all young people grow to lead happy, healthy, safe and successful lives.



WHAT IS THE ROLE?

This is an exciting role to lead the development and training of over 120 full-time and part-time staff and volunteers across the EMPOWER in Manchester and Salford. The primary purpose of the Staff & Volunteer Training Manager is to develop and administer training programs for employees, assess training and development needs, and help individuals and groups improve their skills and knowledge.

This role involves creating training manuals, conducting in-person training sessions, and monitoring the effectiveness of training programs. The post holder will also be responsible for ensuring all training records are recorded in line with statutory requirements and recorded on the EMPOWER online staff monitoring system Kronos.

WHAT WILL I BE DOING?

- To lead on training for EMPOWER, ensuring strategic alignment of training and development with organisation goals.
- To create and ensure the effective implementation of training programmes for all staff.
- To assess the training and development needs required by staff to provide effective and safe support to our young people and the operations of the organisation.
- To deliver some training in your area of expertise Duties and responsibilities.
- Work with the Business and People Manager on the strategic development of the organisations training programme.
- Ensure there is a comprehensive programme of staff training in place to meet the needs of the organisation.
- Design and ensure the delivery of mandatory and compulsory training programmes and monitor compliance.
- Evaluate training to ensure it is meeting business need, is impactful and is improving performance.
- Support with the induction training and onboarding process of all new staff and volunteers.
- Oversee staff formal qualification routes such as NVQ.
- Maintain an understanding of new educational and training techniques and methods, and proactively seek alternative training methods including developing online solutions.
- Work closely with Onside Talent Academy and Onside's online LMS to identify and roll out training opportunities.
- Work with managers to address learning needs for individual team members.
- Modify or create training material/manuals to meet specific training needs.
- Review existing training material to determine appropriateness and relevance.
- Manage the training budget.
- Review and analyse training data and report training statistics to managers and executive team.
- Monitor training attendance.
- Oversee external training contracts for facilitators, apprenticeships etc.

WHAT ELSE WILL I NEED TO DO?

- Be a role model for young people and present a positive "can do" attitude.
- Commit to a culture of continuous improvement.
- Represent EMPOWER positively and effectively in all dealings with internal colleagues, and external partners.
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety, and equality and diversity to ensure all activities are as safe as possible and accessible.
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the Designated Safeguarding Leads in line with policies, procedures, and practice (training to be provided).
- To assist with any promotional activities and visits that take place at the Youth Zone, positively contributing towards increasing Youth Zone membership.
- As part of the management team, to deliver a focused, measurable contribution to the Youth Zone's overall strategic plan.

PERSON SPECIFICATION

Selection Criteria A = Application Form I = Interview	Method of Assessment	
Experience		
Experience of developing and executing successful training programs	Essential	A & I
Possess a sound foundation knowledge of management practices and strategies, with an ability to produce innovative and effective development materials	Essential	A & I
Demonstrable experience of delivering training sessions to groups	Essential	A & I
Experience of analysing, manipulating and presenting data and reporting on training impact.	Essential	A & I
Experience of developing policies and procedures, and staying up to date with changes in employment law	Essential	A & I
Experience within the not-for-profit sector	Desirable	A & I
Qualifications		
Training qualification minimum Level 3	Desirable	A & I
Skills		
Ability to communicate in a clear and succinct manner both verbally and in writing, adapting style to suit the audience	Essential	A & I
Excellent oral and written communication skills with ability to establish a rapport and communicate effectively with stakeholders, at all levels and from all sectors	Essential	A & I
The ability to work under pressure to cope with multiple demands and deadlines, to work fast and to a consistently high standard	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Excellent organisational and time management skills	Essential	A & I

Knowledge		
Demonstrable experience of delivering training sessions to groups.	Essential	A & I
Knowledge and awareness of issues affecting young people	Desirable	A & I
Special Requirements		
Experience of accredited training courses and understanding of Internal Quality Assurance processes	Desirable	A & I
Flexibility to travel to both Empower Youth Zones in Manchester and Salford and able to work evenings and weekends	Desirable	A & I

*Selection criteria for guidance only, alternative methods may be used to assist the selection process.

ADDITIONAL INFORMATION

EMPOWER is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to an enhanced DBS check.

The strength of EMPOWER and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities. The one thing we all have in common is our desire to raise the aspirations of young people across the country.

For information regarding how OnSide Youth Zones process your data, please visit www.onsideyouthzones.org/applicant-privacy/

APPLICATION INFORMATION

Application form: <https://empoweryouthzones.org/vacancies/>

How to apply: Please complete the application form and return to **recruitment@empoweryouthzones.org**







Closing date: Midday Wednesday 23rd April

STRICTLY NO AGENCIES PLEASE

We review applications on a rolling basis and reserve the right to close the role at any time.

Feel free to give us a call on **0161 511 3777** if you have any questions about this role, or to hear from a team member about life working at the youth zone.

BENEFITS OF WORKING FOR EMPOWER YOUTH ZONES

 Onsite Fitness Gym & Boxing / MMA Suite	 33 Days Annual Leave Pro-Rata	 Secure Cycle Store
 Branded Workwear	 Queen Bee's Cafe	 Flexible Working
 Learning and Development Opportunities	 Partnership Working	 Working with Like-Minded People and Cultures
 Company Sick Pay and Enhanced Maternity Leave	 Pension Scheme	 Living Wage Employer

Employee Assistance Programme

Salford Youth Zone's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists
- Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)
- Family advice line on topics such as childcare & eldercare
- Legal information services including debt & financial information
- Critical incident and trauma support
- Occupational health services
- Crisis support
- "My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching
- Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines
- Support for line managers
- BrightTV and Wellbeing podcasts

EMPOWER
MANCHESTER • SALFORD

STAFF & VOLUNTEER TRAINING MANAGER



OUR VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

