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Cymorth i Ferched Cymru
Welsh Women's Aid

Rhoi Merched a Phlant yn Gyntaf
Putting Women & Children First

November 2024

Dear Applicant,

Re: Training Support Officer

Thank you for the interest you have shown in the above post and in joining Welsh Women's Aid. For more information about our work, please see below or visit our website: www.welshwomensaid.org.uk.

This document includes:

- Detailed Job description, key tasks, and person specification;
- Working at Welsh Women's Aid;
- Recruitment process;
- Welsh Women's Aid values, vision, and mission.

Closing date: 8th December 2024

Interviews: 18th December 2024

Yours faithfully,

Emily Watson
HR & Workforce Wellbeing Manager
Welsh Women's Aid

Esme Livingston
Business Support Manager
Welsh Women's Aid

Pendragon House, Caxton Place | Pentwyn, Cardiff | CF23 8XE

Tel: 02920 541551

info@welshwomensaid.org.uk | www.welshwomensaid.org.uk

Welsh Women's Aid is a registered charity in England and Wales, No. 1140962
and a company limited by guarantee registered in England and Wales, No. 07483469



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Training Support Officer

- **£24,054 per annum (Pro rata)**
- **15 hours per week**
- **Fixed term contract ending 30th April 2025**
- **Hybrid working with a requirement for office attendance when required.**

Closing date: 8th December 2024

Interview date: 18th December 2024

Brief job description:

The successful candidate will be a member of the training team, providing administrative support and supporting the Head of Training and Training Coordinator in ensuring the smooth running of the training department, which includes internally employed trainers and those working on a consultancy basis.

They will support the Training Coordinator in booking training dates as required by external partners and managing the administrative requirements such as travel, accommodation and resources in line with that, as well as supporting learners to achieve the desired outcomes in line with internal and external accreditation needs.

Person specification

This post is open to women only ***under the Equality Act 2010 pursuant to Schedule 9, Part 1***, this includes applicants with lived experience of being a woman. We value diversity and are committed to ensuring that our organisation is an inclusive place to work.

Do you have:

- Administrative experience and/or experience of providing project support experience, preferably in a learning environment
- Awareness of data protection and confidentiality issues in relation to maintenance of databases and related information.
- The ability to manage constantly changing workloads and provide effective administrative support across a large team.
- The ability to work on own initiative and within the staff team
- The ability to work to tight deadlines and to respond dynamically and flexibly to a range of competing demands.
- The ability to manage information resources such as databases, and to maintain and update systems for monitoring and evaluation of training needs and events.

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Do you have:

- Knowledge of violence against women, domestic abuse & sexual violence services & their delivery in an ethical and equitable framework.
- Strong understanding of the current political context, infrastructure, and commissioning processes in Wales.

Are you:

- Highly organised and excellent at written and verbal communication, with the ability to negotiate effectively to achieve objectives and maintain good working relationships.
- Able to plan and manage a complex workload, meet deadlines, problem-solve, and respond to unplanned demands using a proactive and positive approach.
- Committed to upholding Welsh Women's Aid values, vision and mission including an anti-discriminatory, equal opportunities and intersectional approach to all areas of work.

Job details: Key tasks

- Ensure the maintenance of effective training administrative systems, including course bookings, venues, equipment, catering and trainers' practical details.
- Process training and event bookings and related queries.
- Dispatch training packs, resources and other information, in a timely manner.
- Monitor and track training requests, following up with colleagues as needed to ensure the requests are processed.
- Maintain a register of trainers and training agencies relevant to violence against women, domestic abuse and sexual violence policy and service provision.
- Maintain up-to-date resource lists on venues and accommodation for events and conferences.
- Update and be responsible for the training section of the website.
- Support the administration of certification of learners with accrediting bodies and provide support the Quality Assurer with the certification process.
- Take minutes at training team meetings, filing and other administrative tasks necessary to carry out job description.
- Work with colleagues in the training team, and other national office staff as appropriate, to facilitate the development and implementing of new training/learning opportunities.
- With the support of the Business Support team, monitor training delivery and provide feedback to those delivering courses for Welsh Women's Aid.

General responsibilities

- At all times protect the safety and security of service users, staff, volunteers and buildings, and the confidentiality of records and other information.

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- Uphold the right of women, children and young people and proactively assess the needs and safety of children and women to ensure that any risks/needs identified are addressed, having full regard to Safeguarding Children's policy and Safeguarding Adults policy.
- Maintain clear and adequate records of work done, and to produce reports on work programmes and activities as required by the Chief Executive.
- Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
- Take direction on projects and priorities from your line manager, which may vary from time to time.
- Oversee the work of volunteers or temporary support staff as required.
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- Assist in the organisation of conferences or events organised by Welsh Women's Aid, if required.
- Work within the values, policy and practices of Welsh Women's Aid.
- Ensure Welsh Women's Aid complies with the law and best practice in respect of data protection for manual and computerised records, health and safety regulations, and equality and diversity requirements.
- Responsible for undertaking any other duties appropriate to the post.

Working at Welsh Women's Aid

In addition to a competitive salary, most of our roles can access the following:

Flexible working: We believe in a healthy work-life balance, and in our staff having the ability to manage their own time. So, whether it's the school run, doctor's appointments, or you're just an early riser, where the role allows you to, we believe in flexible hours. You can choose when you work – you can carry out your contracted hours between the hours of 7am – 7pm with our core working hours being 10am – 3pm.

Job shares: Interested in a role, but can't commit to the hours advertised? Contact us to discuss it further. We're open to job shares if it helps us find the right people for the job.

Hybrid working: Where the requirements of the role allow, choose where you work – from one of our offices, from home, or a mixture of the two.

Choose how you work: We trust our employees to use their own judgement, initiative, and skills to deliver their roles, with access to support and guidance when needed.

Health & wellbeing:

- Free optician check-ups.

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- Access to our 24-hour counselling and advice helpline.
- In person/online counselling and CBT sessions.
- Clinical supervision sessions to support you in delivering your role.
- Regular team catch ups (virtual and in person) to get to know colleagues and for peer support.
- Opportunities to join internal working groups to have your say in the development of Welsh Women's Aid, such as our Intersectional Action Group where we discuss and take forward activities to further develop Welsh Women's Aid as an inclusive workplace.
- A variety of org wide social groups like our book club, knit and natter or even our annual Pumpkin Competition.

Pension: 6% employer pension contribution following completion of a 6-month probation period.

Time off: 25 days annual leave allowance, plus bank holidays (pro rata), plus Christmas Eve, as well as access to paid family leave and compassionate leave for when life doesn't go to plan.

Personal learning & development: Welsh Women's Aid supports staff in identifying and pursuing opportunities to attend or undertake training and personal development opportunities. This can include, but is not limited to, training courses, conferences, access to learning materials and secondments.

Recruitment Process

Applying for a job with Welsh Women's Aid

Diversity, equity, and inclusion is at the heart of our recruitment process, as a result we use a person-centred approach. This means we do not use CVs in our application process. Instead, we believe in hiring the right person with the right skills, something not always reflected in a CV. Our application process aims to give you a chance to tell us about previous experiences and current skills that match our essential criteria for the role.

Before you fill in the application form look at the person specification (pg. 2) and decide how to relate your skills, knowledge, and experience to each point. We believe in the value of transferrable skills, so if you've got previous experience that demonstrates a skill, knowledge or understanding in the person specification tell us about it! It doesn't have to be previous paid work either, it could be a volunteer opportunity, a community commitment or even responsibilities or duties you have picked up in the home.

To be considered for an interview you will need to tell us how your skills, knowledge and experience match the essential criteria from the knowledge.

Ways to apply for a role at Welsh Women's Aid

There are 3 different ways you can apply for one of our open roles:

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- By completing an online application form using the links on our website [here](#). Before you start, you can [view a list of all of the questions that you will need to answer](#).
- OR click [here to download an MS Word version of the application](#) and submit it by email. It is also included in this job pack.
- OR request a paper copy by emailing recruitment@welshwomensaid.org.uk.

Shortlisting

After the closing date, the application forms are considered very carefully to see how each person's skills and experience relate to the skills and experience in the person specification. Applicants who best meet these requirements are shortlisted for interview. Applications are anonymized prior to shortlisting to reduce bias and only the relevant sections are seen by the shortlisting panel. Whilst we have an equal opportunities form included in our application process this is not seen by the panel and is merely used to inform our recruitment reports. {privacy notice here}

Interviews

The interview panel is normally made up of two or three people who ask each candidate questions covering the relevant criteria, to allow you to expand on your application and show how you meet the essential requirements of the post. Depending on the role, you may be asked to complete a task/presentation either at or before the interview. You will have the opportunity to ask questions about the job and about working at Welsh Women's Aid at the end of the interview.

Panel members keep a record of their assessment of each applicant so that the reasons for their decision are clear and consistent.

Feedback

If you are unsuccessful and feel that feedback on your interview would be helpful in applying for other jobs, please contact us at recruitment@welshwomensaid.org.uk and a member of our recruitment team will arrange this for you.

Due to the nature of the work we undertake, working for WWA is a rewarding but potentially challenging environment. Our HR and Recruitment team are available if you would like to have an informal chat about the role or if you have specific accessibility requirements you want to discuss with a member of our recruitment team, you can call us on 02920 541551 or send an email requesting a call-back to recruitment@welshwomensaid.org.uk.

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Our vision and purpose

We want a world in which women and children live free from domestic abuse, sexual violence, and all forms of violence against women, and by doing so achieve independence, freedom, and liberation from oppression.

Our values and approach

Welsh Women's Aid is a feminist organisation, and our values are founded on commitments to human rights, anti-discrimination, and freedom from oppression. We endorse global evidence that violence against women, domestic abuse and sexual violence is gendered, a cause and consequence of the unequal position of women and girls in society, a violation of human rights, and is entirely preventable.

Our approach is founded on the following value-base:

We are feminist and value diversity of lived experiences – we amplify diverse voices, recognising that identities and life experience impact on experiences of abuse and access to support, safety, and justice. We advocate ending violence against women and girls alongside the liberation of all women and girls from multiple oppressions like sexism, racism, classism, homophobia, ageism, ableism, transphobia, to attain social justice for all.

We promote integrity – we are accountable, and place survivors' voices and their lived experiences central to our work. We encourage respect, transparency and learning from experience, we challenge misuse of power and promote social responsibility in all we do.

We collaborate – we work with survivors, specialist services, other organisations, individuals, and communities, to capacity-build services and to evidence and deliver what works in preventing violence against women, domestic abuse, and sexual violence.

We empower – we advocate a rights-based approach so that all women and children can achieve their full potential, and we promote services led by and for women/minoritised groups as being vital to meeting needs and to achieving social, economic, and political liberation from patriarchy, racism, and other oppressions.

We transform – we are committed to challenging inequalities and discrimination, to combining high-quality services with activism for social change, and building a movement that ends violence against women and girls and liberates women and girls from multiple and intersecting oppressions to benefit everyone.

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Our values and approach underpin our work nationally and that of our members. We are committed to building Change That Lasts which supports survivors of all forms of violence against women, and their children, to build resilience, and leads to independence through a strengths-based, needs-led, trauma informed approach to all of our work. To read about our values, mission, and approach in more detail or the Change That lasts model head to our website.

[Vision, mission & values: Welsh Women's Aid \(welshwomensaid.org.uk\)](https://welshwomensaid.org.uk)

[Change That Lasts: Welsh Women's Aid \(welshwomensaid.org.uk\)](https://welshwomensaid.org.uk)

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