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# Training Manager

**About Attitude is Everything:**

Attitude is Everything is a charity that connects disabled audience members, performers, employees and volunteers with music and live event industries to improve access together.

Through our work:

* Disabled people lead the change.
* Industry professionals learn from real-life experience and expertise.
* Barriers are identified and removed.
* Good practice is celebrated and rewarded.
* More disabled people play their part in music and live event industries.

We have been working with the UK’s music and live event industries for over 20 years and increasingly work internationally. Attitude is Everything is a highly trusted ‘brand’, attracting a wide range of industry partners who now work with us to achieve our goals.

As a disability-led charity, we welcome applicants from all backgrounds, and work with employees to meet any access requirements. We are advertising this as a full-time role (35 hours per week). We are happy to consider a job share.

**About the role:**

We are looking for a new Training Manager to lead on managing and delivering our online and face to face training courses to improve accessibility in the music and live events industry and related sectors. Our disability-led training is informed by 22 years of experience supporting live music and outdoor events industries to improve accessibility.

We have trained over 10,000 industry professionals to date, and currently train around 500 people a year across a wide range of sectors.

Our current training courses are:

* Disability Equality and Customer Service
* Social Model Approaches to Neurodiversity and Mental Health
* Understanding Non-Visible Impairments
* Creating Accessible Workplace Environments

Your role will be to

* Lead the delivery of our training offer, combining delivering courses yourself with identifying, developing and managing freelancers to deliver our training.
* Review our offer, improving our training and creating new courses as required.
* Work with our Communications Manager on our strategy to manage and promote our training.

**Details**

* **Salary:** £34,000
* **Hours:** Full time – 35 hours per week. This role will include some work outside these hours . Time off in Lieu is offered for additional hours worked. A job share will be considered.
* **Contract:** 18 month initial contract until the end of 2024, with scope for extension.
* **Based:** Our office is in London, NW1. Most of our staff combine some home working with some days in the office. The training itself will combine online and face to face delivery which will require UK travel.
* **Reports to:** Head of Skills Development
* **Pension:** 10% employer contribution
* **Holiday:** 26 days per year

# Purpose of role

The role will oversee the design, delivery and evaluation of our Disability Equality Training courses.

These currently include:

* Disability Equality and Customer Service
* Understanding Non-Visible Impairments
* Social Model Approaches to Neurodiversity and Mental Health
* Creating Accessible Workplace Environments

You will respond to queries, use online systems to book training courses and manage the delivery through a combination of delivering the courses yourself and assigning our freelance trainers.

We anticipate you will be delivering training 2 -3 days a week. This will be a combination of virtual and in-person delivery.

**Please note:** A core aspect of our organisational ethos is that our training is designed and delivered by disabled people. This is to ensure that our training programme incorporates lived experience as well as opens up discussions, shares information and support participants' advocacy. For this reason, applicants must be considered disabled under the 2010 Equality Act.

This could mean you:

* Identify as Deaf
* Identify as disabled
* Identify as neurodivergent
* Having a long-term physical or mental health condition that has lasted or will last for 12 months or longer.

# Main Duties

**Planning, Organising and Delivering Training Programmes**

* Use our Salesforce CRM to manage training requests from initial response to contracting, delivery, invoicing and evaluation
* Deliver agreed courses and deploy freelancers to deliver courses as required.
* Identify training gaps and oversee the recruitment and development of additional freelancers.
* Work with the Head of Skills Development to develop and implement our strategy on where we deliver training in-house and where we use freelancers.

**Training Design**

* Regularly review and assess the courses. Update statistics and examples to reflect current best practice.
* Work with project managers across the organisation to ensure that our training reflects our best practice standards across all areas of our work.
* Work with our Head of Skills Development to review and improve our current courses and develop new ones.

**Evaluation and Quality Control**

* Design, implement and review processes for collecting and evaluating feedback from training participants and clients.
* Ensure testimonies from clients are used in our marketing of the training.
* Observe our freelance trainers and support them to develop their practice.
* Observe external trainers who have been through our Train the Trainer Programme and feedback on their performance.
* Recruit and develop our freelancers to ensure we can manage our provision.

**Organisational Development**

* Collaborate across the organisation on strategic campaigns, cross-organisational projects, organisational timelines and the implementation of our annual activity plan.
* Work with colleagues to identify and utilise technology to develop and improve our organisational processes
* Represent Attitude is Everything at conferences and other events, including networking, presentations and workshops.
* Work with the Charter Manager and Inclusive Community Manager to deliver our Live Events Access Charter intro sessions.
* Support and cover for colleagues where capacity requires.
* Any other reasonable tasks as directed by your line manager.

# Person Specification

**Please demonstrate how you meet these on your application – this will be the criteria on which we will shortlist you for your interview.**

**Managing Training activities**

* Experience of successfully managing projects which involve negotiating with multiple people about competing priorities.
* Experience of using a CRM and/or other software to organise and manage your workload.
* Experience of using training and coaching techniques to support individuals to develop their skills.
* Knowledge of evaluation processes and tools and how to use them to evaluate and improve a training programme.
* Experience of negotiating contracts and an understanding of ethical business development.

**Training Design and Delivery**

* Experience of collaborating with colleagues to identify training gaps and develop solutions.
* Experience of designing and delivering effective training.
* Experience of presenting to groups of people effectively and making a compelling case for change.
* Experience of training organisations and individuals in how to use the Social Model of Disability to improve their accessibility for disabled people.

**Knowledge and Skills**

* Personal lived experience of being Deaf, disabled, neurodivergent or having a long term physical or mental health condition.
* An understanding of the barriers faced when accessing music and live events for people in a range of impairment groups.
* An understanding of the barriers faced when accessing employment for people in a range of impairment groups.

# Expectations of all staff at Attitude is Everything

**These are expectations we have for all of our roles at Attitude is Everything. You will not be asked to directly demonstrate this on your application but we may not take your application further if your application or interview give us a reason to believe you do not meet these standards.**

**We expect staff to:**

* Treat colleagues, audience members, trustees, live events industry professionals and everyone you meet through your work in the charity in a fair and respectful manner.
* Support equity and inclusion for anyone who experiences barriers of discrimination due to any protected characteristic under the Equality Act.
* Maintain professional boundaries with colleagues, live event industry professionals and any volunteers who you meet through your work in the organisation
* Approach your role with honesty and integrity and avoid using your connection with the charity for personal gain or that of family or friends.
* Be able or willing to learn to use the software we use for work and monitoring (specifically Microsoft Office, Microsoft Teams, Salesforce and Zoom.)
* Maintain trust and confidentiality, including avoiding sharing details of confidential conversations on social media
* Be passionate about removing barriers that prevent disabled people from accessing the Music and Live Events Industry.
* Avoid negative or patronising stereotypes or assumptions about disabled people or treating any one impairment as more ‘important’ than another.
* Support our aim of being a ‘critical friend’ to the industry – giving honest feedback in a positive and constructive way.
* To abide by our policies – particularly around Equality and Diversity, Anti-Bullying and Harassment and safe working practices.