



Training and Development Manager (Parental Leave Cover)

Job Description

About Galop

Galop is the UK's LGBT+ anti-abuse charity. Founded in 1982, we have been championing the needs and protecting the safety of the LGBT+ community for nearly 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run two national support helplines: one for LGBT+ victims and survivors of domestic abuse, and the other for LGBT+ people who have experienced hate crime. We provide advocacy services, both in London and nationally, for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research, like our upcoming report into LGBT+ experiences of sexual violence. We push for legislative change, improved statutory

guidance for victims, and better understanding of the needs of LGBT+ people around the country.

About the Training and Development Manager

This role builds on the work we have been doing for decades to improve the systemic response to LGBT+ victims of abuse. Working closely alongside our Head of Policy, Research, and Development, you will lead and manage our outreach, engagement, training, and development work at national and local levels, ensuring a strategic approach to all activity which furthers Galop's overall aims and mission. Your work will enable more LGBT+ people in the UK to seek support for abuse and violence, and pave the way to a safer future for our community.

Your role will report to the Head of Policy, Research, and Development. You will lead and manage our training and development work with LGBT+ communities, support services, and institutions, ensuring that this goes in tandem with our policy and national work to build a better future for LGBT+ people in the UK. You will line manage a team of Officers, overseeing their outreach and education work, resource production, and our training programme. You will work with the Head of Policy, Research, and Development to develop and maintain our engagement with LGBT+ victims and survivors of abuse and violence.

You will ensure that all targets set by our funders are met across the Training and Development team, as well as working with the Head of Policy, Research, and Development and Head of Fundraising to ensure that we seek funding that furthers our overall goals. You will oversee the development and growth of our commercial training offer, ensuring that it provides meaningful change for our community as well as providing an income stream.

This is a pivotal moment in Galop's journey. We have grown quickly over the last six years and you will help shape the future of our work. You'll help us reach more of our community. You'll change the national narrative around abuse and violence. You'll be helping to amplify the voices of LGBT+ survivors of abuse.

You will be responsible for:

- Management, leadership, and recruitment of our Training and Development team, including the assignment of work strategically to maximize efficiency and effectiveness of our capacity building work, as well as formulating and implementing individual and team work plans to ensure that deadlines are met
- Managing the delivery of projects involving training, outreach, engagement, resource development, and other capacity building work across Galop's specialisms in interpersonal abuse
- Ensuring that all funder targets are met across all relevant projects for which some or all requirements are held within the Training and Development team, including compiling monitoring reports for the HoS and Funders as required and reporting back to funders about the progress of the team's work on our funded projects
- Developing and growing our training programme, both commercial and funded, to provide additional income as well as ensuring that the programme provides meaningful change for our community as well as providing an income stream
- Developing, fostering, and maintaining relationships with existing and new statutory and voluntary sector organisations as well as LGBT+ community groups and organisations and any other key stakeholders
- Oversee internal training and development of Galop staff around key issues related to LGBT+ experiences of abuse, including needs based on intersectional identities in conjunction with the Ops team and line managers
- Representing Galop at relevant events, as well as one-on-one meetings, and ensuring that Officers doing public-facing work are well briefed and trained to represent Galop
- Ensuring all outputs of the team are in line with Galop's mission, voice, and brand
- Maintaining our records of interactions with key individuals and organisations, in line with good practice around data protection and GDPR, including designing tools for data collection, including activities undertaken, and monitoring outcomes
- Collaborating with project partners to ensure work is delivered on time to a sufficient level of quality, where relevant
- Using the information from running our training and development work, provide insight to the Head of Policy, Research, and Development and the Director of Services/Deputy CEO on the gaps and opportunities around improving outcomes

for LGBT+ victims and survivors nationally through frontline or policy and research work

- Being available to perform the Galop Duty Manager role
- Any other duties as required by Galop

You will work closely with the Head of Policy, Research, and Development to:

- Ensure that our outreach and engagement work, training programme, and resources reflect a long-term strategic plan to improve support for LGBT+ victims of abuse in the UK
- Design our multi-year national change strategy across our training, outreach, and development work
- Design our strategy around development and growth of our training offer
- Develop and maintain engagement with LGBT+ victims and survivors of abuse to inform Galop's work
- Stay informed of the work of the wider team, covering policy and research work where needed
- Assess opportunities and national need in order to inform funding bids
- Monitor the budget for the Training and Development team's activities
- Identify additional resources needed by LGBT+ victims and survivors of abuse and violence, or by their support network (personal and professional) based on our insight from frontline work and our policy and research outcomes
- Identify the demand for new forms of training and quality standards and develop plans to build and implement these programmes
- Ensure that all activities are developed in line with Galop's ethics and values
- Ensure the Board of Trustees are regularly updated on the progress of our engagement and influencing work, using a transparent and consistent reporting framework
- Deputise for the Head when needed

About you

We're looking for someone with a good strategic brain and an understanding of leadership and management to help Galop take its next

steps. You'll need to have good resilience and self-care, and be prepared to work in an environment where abuse and violence are regularly talked about. You'll need to understand the impact of trauma and how that affects our frontline staff.

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

Experience and knowledge	Essential (E) or Desirable (D)
Experience of leading development, training, or capacity building work	E
A strong understanding of the victim support sector and criminal justice system in the UK	E
A strong understanding of the barriers and challenges for LGBT+ victims of abuse and violence	E
Experience of delivering to targets	E
Experience of influencing key people or organisations and increasing networks of contacts to help progress a cause	E
A strong understanding of risk connected with this kind of work and how best to manage it	E
Experience of managing budgets	E
Experience of managing a team	D
Experience of leading and growing commercial training programmes	D
Experience of working in the LGBT+, VAWG, hate crime, or victim support sectors	D
Experience of working with statutory or trust/foundation funders	D
Skills	
Strong leadership and management skills	E
Ability to work collaboratively and lead change effectively	E
Ability to problem solve and think creatively	E
Confident networker, with strong communication skills	E
Excellent written and verbal communication skills	E
Strong understanding of discrimination and intersectionality	E

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for Trans and BAMER members of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.

Location

Galop's offices are located in London. This role will be based in the office following the end of the current pandemic. The team is working remotely while the pandemic continues

Hours

Full Time (35 hours per week)

Contract

Parental leave cover (October/November 2021 – Summer 2022)

Line manages:

Outreach and Engagement Officers

Reports to:

Head of Policy, Research, and Development

Salary

Galop uses the NJC scales. This post is on NJC scale points 26-29 (£34,165 - £36,624 per year including London Weighting).

Closing Date

Applications should be submitted by 10:00am on September 10th 2021.
First round interviews will be held on in the week commencing September 20th 2021.

Questions?

If you have any questions or would like to discuss the role further prior to application, please contact recruitment@galop.org.uk

Download an application pack to apply:

- Job Description & Person Specification
- Application form
- Equal Opportunities Monitoring Form

Please send completed applications and equal opportunities form by email only to recruitment@galop.org.uk