Training and Engagement Officer

Office Based: Tees Valley Women's Centre, Upper Albion Street, Southbank, TS6 6XG

About the role

Tees Valley Women's Centre is looking for a passionate, supportive and person-centered Training and Engagement Officer to help women overcome barriers, build confidence and take positive steps towards their personal, educational and employment goals.

The role will support women from a wide range of backgrounds and circumstances. The successful candidate will take a person-centered, strengths-based and supportive approach, working alongside women to understand their individual goals, identify opportunities for learning and development, and provide encouragement and practical support throughout their learning journey.

You will be an important part of our small and dedicated team. We are looking for someone who is flexible and adaptable, supporting colleagues and contributing wherever needed to ensure the women who access our services receive the best possible support.

Working hours

Monday to Thursday, 8.30am – 4.30pm

Wage: £28,705 pro-rata, 30 hours per week Monday to Thursday

Holiday entitlement: 32 Holidays per year includes banks holidays pro-rata

The role requires a flexible approach to work. As part of a small team, everyone plays an important role in supporting the smooth running of the Centre. The successful candidate will be willing to support colleagues, take on a range of tasks and help wherever needed to ensure women accessing our services feel welcomed, supported and valued.

Key responsibilities

- Engage with women in a welcoming, respectful and non-judgmental way, building positive and trusting relationships.
- Assess individual needs, aspirations, strengths and barriers to learning, training and engagement.
- Support women to identify and work towards realistic personal, learning, volunteering, training and employment goals.
- Develop and deliver engaging learning, training, confidence-building and skills-based activities tailored to the needs of women accessing the Centre.
- Help women overcome barriers to participation, including low confidence, isolation, previous negative experiences of education, caring responsibilities and other personal or practical challenges.
- Support women to develop skills, confidence and independence.
- Encourage women to recognise and celebrate their achievements and progress.
- Signpost and refer women to appropriate specialist services and partner organisations where additional support is required.
- Work with training providers to secure courses and opportunities for the women.
- Work collaboratively with colleagues and external agencies to provide effective and holistic support.
- Contribute to outreach and engagement activities to encourage women who may be isolated or reluctant to access support.
- Maintain accurate, confidential records of engagement, support and outcomes.
- Monitor and evaluate activities to demonstrate positive outcomes and continuous improvement.
- Promote equality, diversity, safeguarding and the wellbeing of all women accessing the Centre.
- Contribute to creating a safe, inclusive and empowering environment where women feel valued, listened to and respected.
- Support the wider team with the day-to-day running of the Centre, including tasks outside of the core responsibilities of the role when required.
- Be willing to muck in, work collaboratively and support colleagues to meet the needs of the Centre and the women who access our services.

Outreach & Community Engagement

- Build and maintain positive relationships with local community groups, training providers and partner agencies.
- Support the planning and delivery of events, workshops and training modules.
- Promote the services of Tees Valley Women's Centre across the local community.
- Contribute to outreach and engagement activities aimed at reaching women who may be isolated or reluctant to access support.

Monitoring and Administration

- Maintain accurate, confidential and up-to-date records of engagement, support and outcomes
- Monitor and evaluate activities and services to demonstrate impact and continuous improvement.
- Collect participant feedback, outcome data and case studies to evidence success and inform service development.
- Contribute to project reporting and the achievement of funding outcomes and organizational targets.
- Ensure compliance with data protection, safeguarding, health and safety and organisational policies.

Team Working

- Work collaboratively with colleagues, volunteers and external partners to provide effective holistic support.
- Contribute to creating a safe, inclusive and empowering environment where women feel valued, listened to and respected.
- Demonstrate flexibility and a willingness to support the wider operation of the centre as required.

About you

We are looking for someone who is:

- Passionate about supporting women to reach their potential.
- Warm, approachable, patient and non-judgmental.
- Experienced in delivering training, learning, employability, engagement or community-based support.
- Able to build trusting relationships while maintaining appropriate professional boundaries.
- Creative and flexible in your approach to learning and engagement.
- Able to adapt your communication and support to meet individual needs.
- A confident communicator who can work effectively with colleagues, partners and external services.
- Organised and able to maintain accurate records and monitor outcomes.
- Flexible and adaptable, with a willingness to respond to changing priorities.
- A genuine team player who is happy to support colleagues and take on a variety of tasks.
- Positive, reliable and able to use initiative.
- Able to recognise that every woman's learning journey is different and provide support

Desirable experience

Experience of working with women experiencing barriers such as:

- Previous difficult experiences of education or training
- Low confidence or self-esteem
- Social isolation Mental health or wellbeing barriers
- Domestic abuse or trauma
- Poverty or financial hardship
- Unemployment or barriers to employment
- Other circumstances that may prevent women from engaging with learning or support services

What we can offer

Working at Tees Valley Women's Centre is an opportunity to make a genuine difference to women's lives. You will be part of a small, supportive and dedicated team committed to empowering women, reducing barriers and helping women build the confidence, skills and resilience they need to move forward.

You will have the opportunity to contribute to a service where every achievement matters — whether that is taking the first step through the Centre's doors, gaining a new skill, completing a course, progressing into further education, volunteering or employment, or simply developing the confidence to believe in themselves.

EQUALITY AND DIVERSITY - MONITORING FORM

Tees Valley Women's Centre wants to meet the aims and commitments set out in its equality policy. This includes not discriminating against under the Equality Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

We need your help and co-operation to enable us to do this. The information you provide will be separated from your application and used for monitoring purposes only. This information will stay confidential, be stored securely and will only be shared with staff in the organisation who need it.

Please return the completed form with your application pack to donna.middleton@tvwc.org.uk

Ethnicity

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.

White	English	☐
	Welsh	☐
	Scottish	☐
	Northern Irish	☐
	Irish	☐
	British	☐
	Gypsy or Irish Traveller	☐
	Any other white background, please state:	
Mixed / multiple ethnic groups	White & Black Caribbean	☐
	White & Black African	☐
	White & Asian	☐
	Any other mixed background, please state:	
Asian or Asian British	Indian	☐
	Pakistani	☐
	Bangladeshi	☐
	Chinese	☐
	Any other Asian background, please state:	
Black or Black British	African	☐
	Caribbean	☐
	Any other Black / African / Caribbean background, please state:	
Other ethnic group, please state:		
Prefer not to say	☐	

EMPLOYMENT APPLICATION FORM

Please complete all sections of the form fully: CVs will not be accepted. Please note that providing false information will result in the application being rejected or withdrawal of any offer of employment, or dismissal if you are in post. Please note that checks may be carried out to verify the contents of your application.

PART 1 – Personal Information

Salutation: (Mrs, Miss, Ms)	
First name:	
Middle name(s):	
Surname / family name:	
Contact email address:	
Contact telephone number:	
Current Address including postcode :	
National Insurance number:	
Do you have a driving license: **Yes** ☐ **No** ☐	Please provide details of any endorsements below:
Do you have the legal right to work in the UK? **Yes** ☐ **No** ☐	Please provide details below:
Are you subject to any legal restrictions in respect of your employment in the UK? **Yes** ☐ **No** ☐	If 'yes' please provide details below:

EMPLOYMENT APPLICATION FORM Continued:

Classification - Unrestricted

Are there any special arrangements which we can make for you if you are selected for an interview? **Yes** ☐ **No** ☐	If 'yes's, please provide details below:
Can you confirm if selected for an interview you are able to attend on the date(s) noted earlier within the application pack? **Yes** ☐ **No** ☐	

PRESENT / LAST EMPLOYMENT

EMPLOYMENT HISTORY

Please provide a full history in chronological order (most recent first) since leaving education, voluntary work, with start and end dates and reasons for leaving. Please note reasons for any gaps in employment.

Start date:	End date:
Name and address of employer	Job title or position:
Brief description of main duties:	
Capacity (please tick): **Full-time ☐ Part-time ☐ Volunteer ☐ Placement ☐** **Other (please state)**	Reason for leaving:

Start date:	End date:
Name and address of employer:	Job title or position:
Brief description of main duties:	
Capacity (please tick): **Full-time ☐ Part-time ☐ Volunteer ☐ Placement ☐** **Other (please state)**	Reason for leaving:
Start date:	End date:
Name and address of employer:	Job title or position:
Brief description of main duties:	

Please continue on a separate sheet if necessary.

Classification - Unrestricted

SECONDARY EDUCATION & QUALIFICATIONS

Name of School / College	GCSE, A-Level or Other	Grade

HIGHER EDUCATION

Name of University, College or Other	Courses / Subjects Taken	Dates

FURTHER EDUCATION & QUALIFICATIONS

Name of College / Institution	Qualification / Course	Date

CURRENT MEMBERSHIP OF PROFESSIONAL BODIES

Professional Body	Professional Registration Number (where applicable)

OTHER RELEVANT EXPERIENCE, SKILLS AND INTERESTS

Please note here any other employment you would continue with if you were to be successful in obtaining this position.

EXPLANATION FOR GAPS IN EMPLOYMENT

Dates	Reasons

PERSONAL STATEMENT

Please detail how your skills, experience and motivation meet the requirements. Please detail how you meet the criteria noted in the person specification. (Approximately 500 words)

Please use a separate sheet to continue if necessary.

PERSONAL STATEMENT

Please explain how your skills, knowledge, experience and motivation make you a suitable candidate for the role of Training and Engagement Officer at Tees Valley Women's Centre.

In your statement, please provide evidence of how you meet the essential and desirable criteria outlined in the person specification, including:

- Experience of engaging and supporting women facing multiple disadvantages or barriers.
- Ability to build positive relationships with individuals, community groups and partner organisations.
- Experience of planning, coordinating or delivering training, workshops, group activities or learning programmes.
- Excellent communication and interpersonal skills, including the ability to motivate, encourage and empower participants.
- Ability to maintain accurate records, monitor outcomes and contribute to reporting requirements.
- Commitment to equality, diversity, inclusion and the empowerment of women.
- Understanding of issues affecting women, including social exclusion, poverty, domestic abuse, mental health, substance misuse, offending behaviour or other complex needs.
- Ability to work independently while contributing positively to a supportive team environment.
- Please also outline your reasons for applying and explain how your values align with the mission and aims of Tees Valley Women's Centre.