

Sands Application Information

External Training and Learning Resources Co-ordinator

February 2020

About Sands

Every day in the UK, 14 babies are stillborn or die shortly after birth.

Sands is the leading stillbirth and neonatal death charity and exists to reduce the number of babies dying and to support anyone affected by the death of a baby, before, during or shortly after birth.



Sands provides bereavement support services both nationally through its Freephone helpline, mobile app, online community and resources, as well as locally through a network of around 100 regional support groups based across the UK and run by trained befrienders.



Sands works in partnership with professionals, trusts and health boards and offers a range of training programmes and bereavement care resources to ensure that every bereaved parent and family receives the best possible care wherever they are in the UK.



Sands promotes improvements in practice and supports research to better understand the causes of baby deaths and save babies' lives.

Sands raises awareness of baby loss and works with governments, key influencers and other stakeholders to make reducing the number of babies dying a priority nationally and locally.

Over the past 40 years, Sands has grown into a national charity with a powerful vision shared by dedicated volunteers, fundraisers, members, donors, healthcare professionals, partners, staff and bereaved parents and families.

Sands has grown its income by over 40% since 2012 and, as part of the strategic plan to 2020, is focusing on how we can make the biggest difference to the lives of bereaved families and save babies' lives. To find out more, visit www.sands.org.uk

our vision at Sands is for a world where fewer babies die and anyone affected by the death of a baby receives the best care and support for as long as they need, wherever they live in the UK.

Join us and help create a world where fewer babies die.

Sands Staff Benefits

Annual leave

Staff receive 28 days annual leave per annum pro rata, plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

Employee Assistance Service

As part of its commitment to employee wellbeing, Sands offers independent, free and confidential counselling and information telephone service. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

Season ticket loan

Subject to qualifying criteria, Sands offers interest free loans to purchase season tickets for the journey between home and work.

Cycle to Work Scheme

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment.

Pension Scheme

Subject to eligibility, you will be automatically enrolled into the Aegon Personal Pension scheme as soon as your employment commences. You can decide whether to remain in the scheme and/or make additional voluntary contributions if you wish.

My Work/Life Solutions Retail Discounts Scheme

All Sands staff have access to an online portal which offers hundreds of discounted shopping vouchers from major retailers including Sainsbury's, Thomas Cook, M+S plus many others.

Sands is a vibrant, growing charity!

Sands has grown its income by over 40% since 2012 and is focusing on long term growth, sustainability and success!

With a clear strategy to 2020, Sands is repositioning as a learning, developing organisation which aims to achieve excellence through people and offers a collegiate, collaborative working environment – making it an especially exciting time to join the charity!

About the role

An exciting opportunity has arisen for an exceptional person to join our dedicated and enthusiastic team as the External Training and Learning Resources Co-ordinator. This role is responsible for co-ordinating Sands' training workshops, supporting the promotion of Sands training on social media and providing a high level of support to external and internal stakeholders.

This is a varied and interesting role, which helps ensure that Sands' training programmes are delivered to a high standard, so that bereaved parents and families receive the best possible care wherever they are in the UK.

With demonstrable experience of providing high quality support to colleagues both office and remotely based, you will have excellent time and workload management skills. An excellent all-round communicator, you will be able to develop productive working relationships with a range of stakeholders including healthcare professionals, volunteers and external organisations.

You will have experience of using social media platforms as well as a range of IT packages including Outlook, Word and Excel. The role involves the post-holder maintaining online booking processes to a highly accurate standard, so you will need to be confident in the use of managing these systems and in addition, you will be able to demonstrate a highly collaborative approach and enjoy working in a team environment.

To apply:

Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to recruitment@sands.org.uk. Please also complete the Diversity and Equality Monitoring Form and send this with your application.

Closing date for applications : 1st March 2020

Interview Date: 11th March 2020

As we have limited staff resources we are unable to provide candidates with feedback about their applications. **Interviews will be held at:** Victoria Charity Centre, Ground Floor, 11 Belgrave Road, London, SW1V 1RB. Telephone: 020 7436 7940

Job Description

Job Title:	External Training and Learning Resources Co-ordinator
Responsible to:	External Training and Learning Resources Manager
Location:	Sands Head Office, Victoria Charity Centre
Contract:	Permanent
Salary:	£28,500 per annum
Hours:	35 hours per week

Key Responsibilities

1. Coordinate Sands external training and learning resources for a professional audience, ensuring efficient delivery of Sands training and learning programmes
2. Provide administration support to the training and learning resources team
3. Support the promotion of training and learning opportunities on Sands social media platforms and via marketing mailers

Principal tasks

- Coordinate the Sands external workshops, including taking bookings, organising speakers and trainers, liaison with Sands groups as appropriate and arranging venues. Ensure each party involved has the relevant information they need by agreed deadlines
- Respond effectively, by email and phone, to enquiries related to training and learning resources
- Maintain accurate records of all enquiries and status updates
- Manage the electronic availability system for Improving Bereavement Care Trainers and ensure they are kept up-to-date with transparent systems
- Contribute to the development of an online booking system and be responsible for managing the system when online
- Work with the Sands communications team to promote sands training and learning opportunities to key audiences
- Work with Sands finance team to ensure that invoices are issued and paid
- Work with the External Training and Learning Resources Manager to generate marketing mailers for target audiences
- Develop and maintain excellent working relationships with colleagues, supporters, and health care professionals
- General administration support for the Training and Learning Resources team
- Maintain an up to date knowledge of Sands policy and professional guidance in the areas of maternity care, neonatal care and mental health

General

- Undertake any other duties commensurate with the role as required by the External Training and Learning Resources Manager, Director of Research, Education and Policy, Chief Executive and Board of Trustees
- Contribute to the successful delivery of Sands core aims and promote the Sands vision and values at all times
- Work flexibly with other members of staff and team, occasional evening/ weekend working is possible
- Maintain a high level of confidentiality and professional conduct
- Abide by all Sands Policies and Procedures, including ensuring GDPR compliance for external training and learning resources
- Undertake all mandatory training as required
- Be familiar with matters relating to Health & Safety Management, affecting themselves, their department and the organisation as a whole

This job description is not contractual and liable to change over time

Person Specification

Skills and Experience		
Importance	Criteria	Assessment
Essential	Experience of proactively managing a varied workload	Application and interview
Essential	Experience of providing general administration support to a busy team	Application and interview
Essential	Experience of messaging on social media platforms	Application and interview
Essential	Experience of collaborative working and being part of an effective team	Application and interview
Essential	Excellent verbal and written communication, including the ability to communicate with a range of people including health care professionals, volunteers and external organisations	Application and interview
Essential	An enthusiasm for continued learning and a willingness to adapt to changing circumstances	Application and interview
Essential	Experience of using a range of IT packages, including Outlook, Word and Excel	Application and interview
Desirable	Experience of event management or study day coordination	Application and interview
Desirable	Knowledge of or experience in the marketing and promotion of services and resources	Application and interview
Core Competencies		
Importance	Criteria	Assessment
Essential	Excellent interpersonal skills with the ability to build effective working relationships with colleagues, volunteers and professional partners	Application and interview
Essential	Excellent time management, prioritising and an ability to manage a varied workload	Application and interview
Essential	Excellent planning and organisational skills, with considerable attention to detail	Application and interview
Essential	Collaborative and a team player with an ability to work effectively with colleagues, volunteers and professional contacts	Application and interview
Essential	A proactive approach to problem solving	Application and interview