|  |  |
| --- | --- |
| **MEDIATION TRAINING & DEVELOPMENT MANAGER** |  |

**The Role and the Service**

Calm Mediation is a passionate, growing, people-centred charity providing mediation and conflict resolution to the community dealing with disputes such as noise, anti-social behaviour, and shared spaces.

Calm Mediation is looking for a dynamic, resourceful, Mediation Training & Development Manager to deliver and develop our organisation’s training strategy. You will maintain our established OCN accredited courses and create new ones, overseeing implementation and assessing the outcomes. You will identify training and developmental needs driving suitable training initiatives that maintain and build loyalty to the organisation by its 100 plus volunteer practitioners.

Skills:

* experienced trainer with PTLLS or Train-the-Trainer or equivalent qualification.
* An understanding of mediation and/or conflict resolution is desired.
* Organised
* Able to work on own initiative
* Innovative and a
* People person.

**Location:**London, Southwark SE5 (Hybrid)

**Hours:**35 hours per week

**Salary:**£28,000 - £33,000 FTE (dependant on experience)

**Benefits:**22 days annual leave plus statutory bank holidays FTE and pension

* **Part-time considered pro-rata**

**Responsible to**: Chief Executive

**Probation period**: 6 months.

Flexible hours and time off in lieu are the working practice. Hours of work will involve occasional weekends and evenings.

**Application process**

Please send CV and covering letter to [hr@calmmediation.org](mailto:hr@calmmediation.org).

Interview date: To be arranged

Calm Mediation is an inclusive employer. We value difference and recruit by merit based on fair and open competition. Calm Mediation is committed to equality for everyone, and we encourage you to apply no matter what your age, disability, gender, gender identity, sexual orientation, race, and religion or belief.

For more information about Calm Mediation go to our website.

From time to time, Calm Mediation deals with vulnerable people, therefore, the successful applicant will be subject to a DBS check, which must result in a positive outcome.

**PERSON SPECIFICATIONS**

**ESSENTIAL**

• Knowledge of a variety of training methods e.g. coaching, workshops, classroom

training, mentoring, and e-learning programmes

• Experience of training and leading programmes with large numbers of

volunteers, employees, or participants   
• An understanding of the needs and nuances of running a successful volunteer

programme including being a strong people manager, enabling, and empowering individuals

• Experience developing and implementing training programmes

• Positive and enthusiastic attitude with a commitment to excellence and

innovation  
• Excellent verbal and written communication skills including report writing

• Enthusiasm for training, mentoring and support of emerging talent

**DESIRABLE**

• Mediation or conflict resolution trained

• Commitment to championing representation and inclusion at every level of the

organisation with a proven ability to collaborate with people from a wide range

of backgrounds

• Experience of developing strategy and managing teams   
• Experience of creating, monitoring frameworks, evaluating activity, management

of CMS (Customer Management Systems), and report writing  
• Excellent administrative skills including diligence with large datasets and

excellent IT skills  
• Ability to manage multiple priorities and meet deadlines  
• Attention to detail and critical thinking skills