



External Training Lead

Role Profile

October 2024

**Together, we'll
find your voice.**

About the Donaldson Trust

As the National Body for Neurodiversity, we are a catalyst for change. We believe there is a genuine opportunity to change society for better. We aim to be at the forefront of driving this change, and make a difference with, and for, neurodivergent people.

We're a team filled with caring and talented individuals who work together to create positive change, and you'll be part of a team dedicated to giving neurodivergent people a voice and contributing to our vision of a society in which neurodivergent people are understood, accepted, treated fairly and valued.

Together, we'll find your voice.



Our Values:

Individual Capability - Everyone has their individual capabilities; we find them. We help people reach their own potential. We loosen the confines and remove the barriers. We believe in every single person. Treating people as individuals shows we are flexible in our approach.

Creativity - We are curious, forward-thinking and always looking for a better way. One day, we will be truly pioneering.

Human Dignity - We have integrity. We treat everyone with respect. We listen.

Compassion - We understand. We have empathy. We are kind and caring.

Openness and Honesty - By being open and honest, we earn trust. From that, we build rewarding relationships.

The Role: External Training Lead

Job Purpose

This newly created External Training Lead role is a fantastic opportunity to make a difference and know each day that the work you do has true purpose. We are looking for an ambitious, driven, and passionate External Training Lead who can operate at both a strategic and operational level.

Reporting to Head of Connect, you will be responsible for operational management of our Connect training and development, consultancy and advice service, in line with the organisational vision, strategy and values. You will design, plan, deliver, commission and manage the Connect service offering which will include but is not limited to relevant training programmes, workshops, bespoke consultancy support as well as resources supporting provision of high-quality advice and guidance.



Key Responsibilities

- Support the Head of Connect in the development and delivery of Connect service offering.
- Support the Head of Connect in establishing the foundations of an effective external training and consultancy function.
- Be the first point of contact for all Connect enquiries and bookings, coordinating and tracking all activity and ensuring effective follow up.
- Develop a range of resources, training and development interventions and packages to support managers and staff, externally as well as internally, to raise awareness about neuro-inclusion, embed excellent EDI practice and drive positive societal change.
- Design and deliver training and consultancy support, advice and guidance, working collaboratively with colleagues across the organisation, ensuring it is informed by lived experience and reflects the organisational vision, values and relevant practice frameworks.
- Support the development of meaningful evaluation tools and use evaluation feedback to drive continuous improvement of Connect services offering.
- Embed the process of co-production in all training packages.
- Establish and maintain relationships with associate trainers and consultants who will deliver support under the Connect umbrella, providing effective support and coordinating all activity and bookings, allowing us to grow our reach and diversify our offering.
- Support the Head of Connect in developing and maintaining a strong customer base for Connect, ensuring a steady pipeline of new and repeat business is in place to ensure a financially sustainable business model.
- Work closely with Marketing and Communications colleagues to ensure strong and effective external positioning of the Connect service.
- Drive a digital learning culture, ensuring the provision of high-quality digital resources including curated, created and developed online content and guidance.

- Champion neuro-inclusion and the Connect offering externally and across the organisation to drive forward our inclusion agenda.
- Lead, plan and coordinate relevant events, projects and campaigns, bringing together different stakeholders to plan and deliver activities aligned with strategic priorities.
- Manage and collate data to provide business insights (including income, outcomes, demographics) which inform continuous improvement and decision-making, including production of reports/updates on progress and impact.
- Implement and monitor quality assurance processes for all interventions, as agreed with the Head of Connect.
- Lead, develop, coach and manage staff, associate trainers and volunteers, driving a culture of excellence and high engagement.
- Ensure compliance with all relevant policies and procedures and legal requirements, within own area of responsibility.
- Support and work in partnership with colleagues from other departments to embed Donaldsons values in practice.
- Participate in opportunities for professional development.
- Undertake any other tasks as reasonably requested by the line manager.

Behaviours

- Be a role model for colleagues and stakeholders, showing energetic, determined, flexible and positive leadership that will support our aims of being relevant, vibrant, agile and sustainable.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds Donaldsons values and ethos.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.



About you

You will have:

- Demonstrable experience leading, designing, delivering, implementing and evaluating learning and development projects, including development of new materials and supporting resources.
- Track record of using contemporary approaches to in-person and online design and delivery of training.
- Experience of conference and event management.
- Experience of using co-production approaches to ensure that individuals' lived experiences are considered and reflected in the development and implementation of training solutions.
- Strong knowledge and understanding of equity, diversity and inclusion best practice, including neurodiversity, and how thinking differently can impact individuals and employers.
- Strong understanding of the Equality Act and how reasonable adjustments can facilitate a positive experience for individuals, their employers and service providers.
- Confident public speaker with excellent communication, facilitation and negotiation skills.
- Strong commercial acumen with proven ability to pitch new business.
- Ability respond flexibly to changing business requirements.
- Experience of networking and developing partnerships with a wide range of organisations including employers, consultants, other third, private and public sector providers.
- Proven problem solving skills and strategic planning capability.
- Strong project management and organisational skills, ability to deliver multiple initiatives to deadlines and to prioritise effectively, with strong planning and organisational skills.



- Proven ability and passion for championing inclusion and engaging people to build awareness, acceptance and understanding.
- High level of digital proficiency and technical ability.
- Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment.
- Strong analytical skills, with ability to understand, collect, analyse, report and present data.
- Creative and innovative thinker.
- Strong commitment to Donaldsons' values, vision and purpose.
- Determination and willingness to take on new challenges and responsibilities.
- High levels of personal and professional integrity.
- Evidence of ongoing professional development and learning.

Remuneration:

| | |
|-----------|---|
| Salary: | £41,000 per annum |
| Hours: | Full Time, 35 hours per week, happy to discuss flexible working Monday to Friday, normally between 8am and 5pm, occasional evening or weekend working may be required |
| Location: | Hybrid working, Linlithgow campus and from home |
| Holidays: | 7.8 weeks holidays (inclusive of public holidays) |
| Pension: | Group Personal Pension Plan, up to 12% employer contributions through salary sacrifice |
| Benefits: | Life Assurance Scheme (three times the salary) Employee Assistance Programme Health Cash Plan Doctorline Colleague discount scheme Family friendly policies Strong commitment to learning and development |

To Apply:

We have partnered with Iconic Resourcing to recruit for this role.

All interest in the position or CVs should be directed to Anthony Oliva at anthony.oliva@iconicresourcing.com

For further information, please follow the link to Iconic Resourcing's website: <https://jobs.iconicresourcing.com/job/external-training-lead-1517.aspx>