



Training & Engagement Manager: Scotland

Applicant Pack

April 2024

Role Details:

Title:	Training & Engagement Manager: Scotland
Salary:	P3e £29,554, Programmes & Delivery Grade
Contract type:	Permanent
Location:	Remote based within Scotland – occasional travel across Scotland is required
Work pattern:	Full-time; 37.5 hours per week
Reporting to:	Programme Lead: Education, Sports, and Youth

To apply:

Please submit your CV and a covering letter (maximum of two sides) via Charity Jobs by **12:00pm** on **Monday 6th May 2024**.

Your covering letter should include:

- Your motivations for applying to Ygam.
- How you meet the Person Specification.
- How this role fits into your wider career plans.
- Any experience (professional, voluntary, lived, or other) relevant to this role in line with the criteria outlined in the person specification.

Recruitment Timeline:

Interviews w/c 13.05.24

If you would like to discuss this role further, then please contact **Kevin Orchard (People Director)** via recruitment@ygam.org

Who are we?

Ygam is an award-winning charity whose vision is to ensure that every child and young person is resilient to, and safeguarded against, gaming and gambling harms.

Our Mission is to prevent children and young people from experiencing gaming and gambling harms through awareness raising, education and research.



Why choose Ygam?

Ygam has grown quickly over the last few years and continues that sustainable growth plan, with more recruitment planned during 2024. Ygam currently employs around forty-five staff, but we expect to be circa fifty-five staff by the end of the next financial year.

We offer a working environment where everyone can contribute to a great working culture, where people are valued and empowered to make a difference. With a fully remote working team, we embrace the diverse needs of our staff group, providing a supportive and enjoyable environment. We welcome the broadest range of talented people and are committed to inclusivity and equitable opportunities. We positively encourage applications from all sections of society and are particularly interested in attracting applications from candidates with lived experience of gaming and gambling harm, and from diverse and underrepresented groups.

We also try to create a unique, engaging work environment where our employees believe in and live our values. These Core Values enable us to pursue our mission and are at the heart of everything we do:

- **Integrity** – we strive to do the right thing. We are open to challenge as a path to improvement.
- **Empathy** – we are inclusive. We ensure our work considers and reflects the needs of those we support.
- **Innovation** – we are future facing. We generate fresh opportunities and ways of working which match our ambition.
- **Empowerment** – we make a difference. We provide the tools and environment for people to create positive change.



Benefits at Ygam

In return for your passion, dedication, and hard work you will be rewarded with the following:

- An incredibly generous holiday entitlement starting at 28 days, increasing to 29 and 30 days with 2- and 5-years' service (in addition to Bank Holidays).
- We also offer enhanced paid leave during our annual December shutdown.
- Fully supported home working environment, including home office equipment, and flexibility over hours worked.
- Competitive Family-friendly policies, including enhanced Maternity & Partner leave/pay.
- Life Assurance Scheme.
- Up to 6% matched pension contribution.
- Employee Assistance Programme, inclusive of 24/7 GP appointments & telephone counselling.
- Simply Health Cash Plan, including Contribution to Dental, Optical, Physiotherapy, Osteopathy, Chiropractic, Acupuncture, Podiatry and Reflexology costs.
- A broad suite of Continuous Personal Development (CPD) opportunities.

Ygam has received the Investors in People Accreditation and are a recognised Investors in People employer. Ygam has also been awarded the Armed Forces Covenant and has signed the Menopause Workplace Pledge.

As part of our Disability Confident commitment, we offer a guaranteed interview scheme for candidates with a disability who meet all of the essential criteria for the role. If you have a disability, a learning difficulty such as dyslexia, or a medical condition which you believe may affect your performance during any aspect of our selection process, we'll be happy to make reasonable adjustments to enable you to perform at your best.



This is an exciting time at Ygam as we grow our reach and the impact of our work. We are looking for people to help us expand, develop, and excel.

Main Role & Responsibilities

The post holder will be an active member of our programmes team and will work across our portfolio of programmes.

They will be responsible for regional stakeholder engagement, developing relationships and promoting Ygam training across the UK. They will recruit suitable delegates to workshops, working closely with a range of organisations and families.

They will provide training both face to face and online and will be responsible for the delivery of our assured workshops and promoting the work of Ygam at conferences and events.

They will be able to demonstrate the impact of this work by working with organisations to collate case studies and evidence to support the programmes achievements.



Who are we looking for?

Ygam is seeking a proactive, adaptable, creative, resilient individual, who has the ability to work remotely, autonomously and as part of a team. They must have outstanding communication skills, be highly organised, and an excellent team player.

At Ygam, we are committed to safeguarding and the protection of children and vulnerable people in our work. We will do everything possible to recruit only suitable people to work with children or vulnerable people.

Ygam is an equal opportunity employer. It is Ygam's approach that all employees have a working environment which promotes dignity and respect and where individual differences, and the contributions made are recognised and valued.

We welcome the unique contributions that you can bring and positively encourage applicants from all underrepresented backgrounds, including those with lived experience of gaming and gambling harms.

Roles and Responsibilities

Role Requirements – duties will include but not be limited to:

Planning

- Network and develop stakeholder relationships from children's services and education.
- Recruit delegates on to Ygam Programmes, signposting them to the most suitable option.
- Develop Ygam's presence across Scotland, focussing on children and young peoples' services.
- Develop stakeholder relationships and a strong pipeline of delegates to attend the workshops delivered by Ygam, ensuring workshops are well attended.
- Identify and attend conferences, seminars, educational and organisational events to support our work.
- Signpost organisations and families to the Parent Hub to increase parent awareness.
- Work closely with The Programme Lead: Education, Sports, and Youth, to develop objectives and review individual performance.
- Support the Programme Lead and Content Development Lead with the development of resources for use with delegates across Scotland.

Delivery

- Deliver the Ygam portfolio of workshops (online and face to face).
- Provide high quality training to a range of professionals in line with Ygam's Quality Assurance processes.
- Deliver workshops and training independently as well as through team teach approach.
- Be responsive to delegates needs, answering questions and queries in a supportive manner.
- Provide an excellent customer service to delegates.

Roles and Responsibilities continues on the next page ...

Roles and Responsibilities (continued)

Outcomes

- Ensure accuracy of data utilising the CRM system.
- Provide ongoing support to practitioners to implement the Ygam resources and materials.
- Develop case study opportunities to understand the impact of the Ygam resources.
- Work with evaluators to measure impact and performance.

Learning and Development

- Self-identify any gaps in knowledge and any CPD to help you do your role effectively.
- Ensure all relevant CPD is completed and up to date on platforms such as IHasco.
- Attend support sessions with line manager (both remotely and in person).
- Record performance in your monthly 1-1's with your line manager.

Administration

- Send out joining instructions via our CRM system to delegates prior to workshops.
- Record attendance and email delegates post workshop to gather feedback.
- Ensure all records are maintained in accordance with GDPR/data protection legislation.

This is not an exhaustive list. The purpose is to provide a broad outline of the role and duties to support Ygam's strategy. Annual objectives will be set to support all colleagues. Ygam is currently a small team which requires flexibility from and for all involved. There is an expectation that other duties, tasks, and responsibilities will be required.

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Ygam is committed to fundraise in a way that is legal, open, honest, and respectful. We are registered with the Fundraising Regulator, and you will be expected to adhere to the Code of Fundraising Practice.

Person Specification

Essential

- A detailed understanding of Children's services, Education or Social Care.
- Prior experience of working or volunteering in an education or youth-based setting.
- Stakeholder engagement experience across children and young people's services.
- Outstanding verbal and written communication skills.
- Experience of developing and delivering training.
- Outstanding understanding of IT applications (MS Word, Excel & PowerPoint especially).
- Prior experience of selling a product or service.
- Experience of developing and delivering a sales pipeline and achieving KPI's.

- Experience of driving projects to achieve agreed outcomes.
- Experience of working collaboratively within a team to achieve shared targets.
- Ability to work in a highly organised manner with a keen eye for absolute detail.
- Self-administrating experience.
- Employment rights to live and work in the UK.
- Ability to travel to training venues to deliver Ygam workshops.

Desirable

- Public speaking experience.
- Previous experience of working within the charity sector.
- Outstanding networking skills.
- Experience of developing resources and content for training purposes as well as for website and social media channels.
- Experience utilising CRM systems (preferably Salesforce).

The successful applicant will be subject to reference checks, an Enhanced DBS check, and must have Employment rights to live and work in the UK.