



Senior Training & Consultancy Officer – Workplace Wellbeing

Job Description

External job title	Consultant
Grade	Grade D
Type of contract	Fixed-term contract (1 year)
Directorate	Fundraising
Department	Workplace Wellbeing
Reports to	Training and Consultancy Manager – Workplace Wellbeing
Location	Stratford - London, Cardiff – Wales, or home-based
Hours	1 FTE – 35 hours per week

Purpose of the job and scope of the job

The purpose of this job is to contribute to the delivery of Mind's strategic objectives and ongoing development by supporting the delivery of commercial workplace wellbeing training and consultancy products and services to support employers. Our current portfolio of paid-for services includes training and learning products, Mind's Workplace Wellbeing Index (a benchmark of best policy and practice in workplace mental health) and consultancy services.

You will contribute to Mind's vision of promoting and protecting better mental health for all by delivering commercial training products, as well as some consultancy services including workshops, short talks and briefing sessions for employers, organisations and individuals, ensuring they clearly reflect Mind's values. This will include supporting the Training and Consultancy Manager with managing resourcing of training and consultancy services via a team of external delivery partners, which include local Mind trainers and freelance/associate trainers. You will also work closely with the Training and Consultancy Manager to monitor the enquiry pipeline, sales and delivery of training and consultancy products and services. In addition, you will support the ongoing monitoring, evaluation and quality assurance of these products and services.

You will report to the Training & Consultancy Manager.



Key Responsibilities

- Deliver commercial workplace wellbeing training and consultancy products (e.g. workshops, talks and briefings) in line with quality assurance protocols, ensuring client and delegate satisfaction
- Work closely with the Training & Consultancy Manager to monitor the sales pipeline and client delivery commitments. In addition, provide input to inform proposals and plans for commercial training and consultancy
- Understand fully Mind's Workplace Wellbeing offering to ensure that you are providing the best possible service to meet the needs of prospective and current clients
- Support the Training & Consultancy Manager with the ongoing development, quality assurance and evaluation of training and consultancy products and services, including providing recommendations for new products and services based on client and delegate feedback
- Work with the product development team to tailor training and consultancy products and services to meet client needs as required
- Contribute to ensuring that the products delivered by the in-house Training & Consultancy function are appropriate and accessible to a Welsh audience
- Work collaboratively with the Communications & Marketing and Information teams to ensure all external content and communications are aligned
- Adhere to Mind's internal systems and processes, including financial processing, updating the CRM, internal and external reporting etc

Expectations

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems
- Work collaboratively across teams, departments, locations and organisations



- Stand up for what they believe is best and trust in themselves and each other
- Be open to others and ourselves and show a commitment to learning
- Be open to change and respond flexibly and quickly to the changing world
- Demonstrate organisational awareness and see the bigger picture while working towards objectives
- Communicate effectively, ensuring their messages are understood and that they strive to understand others
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work
- Take responsibility for their decisions

Person Specification

Essential Criteria

1. Qualifications / certificates, and CPD in relevant areas, such as mental health, workplace wellbeing and training (e.g. PTLLS, DTLLS, City & Guilds etc)
2. Knowledge and experience of delivering a range of training and consultancy activities (e.g. workshops, Q&A sessions, scenarios, presentations, focus groups etc) including knowledge of training models and participant learning styles
3. Experience of delivering training and consultancy to a wide range of audiences such as, leaders / directors, managers / employers, frontline staff, volunteers, students and people with personal experience of mental health problems
4. Excellent communication skills – listening, reflecting, empathy, awareness, sensitivity, confidentiality, effective sign-posting, positive and encouraging approach, respecting difference, conflict resolution, problem solving,



demonstrable passion for mental health, ability to influence, engage, persuade and negotiate, and ability to challenge constructively

5. Knowledge of workplace wellbeing programmes and initiatives and how they can contribute to and benefit business and employees
6. Experience of working within or on behalf of mental health-related sectors or industries, such as, charities or private wellbeing programmes
7. Ability to develop effective relationships with a range of internal and external stakeholders using a partnerships approach

Desirable Criteria

1. Direct or indirect experience of mental health problems
2. Experience of delivering mental health training to fee paying audiences
3. Experience of working with a team of external trainers/consultants
4. Experience of volunteering or working in or with the voluntary sector
5. Knowledge and understanding of Mind's mission, vision, values and ambition and what this means in relation to this post and the ability to incorporate this into all aspects of work