



Role: Training and Membership Co-ordinator

Salary: £22,749 - £27,000 (DOE, pro rata for part time working)

Hours of Work – 28 hours

Location: Edinburgh or Glasgow (hybrid working available). The role will require the ability to travel across our office locations and throughout Scotland as required.

About Clan Childlaw

Clan Childlaw is Scotland's law centre for children and young people. Clan Childlaw is a team and everything that everyone at Clan Childlaw does to deliver our services and keep things running - from answering the phone to organising a training event, publishing information on our website, running our projects, working on a funding application, representing a child in a Childrens Hearing or responding to a Scottish Government consultation - all helps to protect and strengthen children's rights and improve their lives.

What We Do

- We are lawyers for children and young people representing children and young people in court, at Children's Hearings, and in important meetings working to protect their rights and make sure their voices are heard.
- We offer training and resources and a legal helpline to make the law easier to navigate for people who support and advocate for children and young people.
- We use our knowledge of the law, and experience as practicing lawyers for children and young people, to ask decision makers and lawmakers to change the law and the way the law is used to make sure that children and young people's rights are a reality in Scotland.

Our Values

- **Child-Centred:** Children and young people are at the heart of everything we do.
- **Accessible:** We make sure our services are accessible to children and young people

- **Professional:** Our lawyers carry out legal work for our clients to high professional standards.
- **Practice Based:** All our work is guided by our experience as lawyers working with children and young people.

"Overall everything in my life felt better after I got help from my lawyer. The experience had a great impact on me and my situation." - A young person who got help from Clan Childlaw

Purpose of the role:

An exciting opportunity has arisen in a new role working to develop, support, and facilitate Clan Childlaw's training programme and membership offer.

Clan lawyers design and deliver training to a variety of audiences including frontline practitioners and professionals whose work supports children and young people, and legal professionals. The postholder will coordinate the delivery of Clan Childlaw's training programmes to ensure a high standard of delivery, evaluating success and contributing to the ongoing development and continuous improvement of our training programme.

This role will also support the launch and delivery of our new Lawyers for Children membership network, a high-profile training programme offering essential skills for legal professionals representing children and young people. The postholder will coordinate enquiries and onboard new members, monitor activity of the network and identify areas for improvement and development. They will work closely with the Communications Manager and the Development and Engagement Manager to coordinate marketing and communications to help build and establish the network and to identify new audiences to support its continued growth.

Engaging with a variety of stakeholders is a key part of the role including liaising across Clan Childlaw teams and connecting with external networks to support and promote our training. Another important part of this role will be updating and maintaining records on our database to help manage membership communications and to report on membership activity.

Main activities

Supported by the Development and Engagement Manager the postholder will:

- Plan and schedule an annual training timetable, taking into account resource and capacity requirements across the programme and wider needs of Clan Childlaw's legal and other services.
- Respond to and progress requests for bespoke training.
- Cover all aspects of setting up the training delivery including booking facilities and resources as needed and sending out pre and post training materials
- Attend training to support the presenters and to facilitate the format and smooth running of the session.
- Contribute to the ongoing development of our training offer that is focussed on consistent, high quality delivery.
- Support the creation of new online and digital learning materials and information.
- Support the launch and delivery of our new Lawyers for Children membership network.
- Work with the Communications Lead and others to promote our training programmes to frontline workers, practitioners and other professionals.
- Work with Communications Lead and Development and Engagement Manager to coordinate membership activities and help to provide an excellent membership experience.
- Responsible for the collection and collation of feedback and evaluation information from those who attend our training.
- Maintain knowledge systems and databases that support delivery of our membership and training programme ensuring all relevant information relating to training partners and members is accurate, up to date and GDPR compliant.
- Keep updated with and have awareness of current training and learning design and delivery.

Person specification

- Demonstrable experience of coordinating training delivery including training and learning delivered via digital platforms.
- Highly effective communication skills including the ability to present information professionally to a wide range of audiences.
- Demonstrable experience of monitoring and evaluating programmes or services.
- Skills in data & information gathering, analysis and interpretation.
- Knowledge and understanding of digital media marketing, including awareness of the latest digital tools and techniques to engage with a wide range of audiences.

- Excellent IT and digital skills including use of cloud based digital tools, Customer Relationship Management (CRM) and Case Management systems and the ability to adapt to new products, tools and systems.
- Skills in networking across a variety of agencies, and the ability to build and develop relationships with ease.
- Ability to work collaboratively.
- Knowledge and understanding of GDPR regulations and cyber awareness.
- Commitment to your own continuing professional development.

What we can offer you

Clan Child law's mission is very important to us, but our people are important too. We recognise the importance of a good work-life balance and a friendly supportive work environment. We offer 33 days annual leave and auto-enrolment into our pension scheme after 3 months' service. We are also a Living Wage employer.

Learning and development is important to us and our team. We hope it's important to you too. You will be encouraged to engage in learning and continued professional development. We have offices in Edinburgh and Glasgow, and you can choose the base location that works best for you. At the moment, we ask that you spend a minimum of two days a week in the office working in person alongside your team and colleagues from across Clan.

Wellbeing and work life balance is important to us and so we offer all staff workday flex where you can choose your start and finish time between 7am and 7pm (subject to service delivery requirements and business need).

We also provide staff access to an employee counselling service; fresh fruit is available in both our offices, and we run a calendar of regular in person and remote team activities and events throughout the year.

"I have never worked in such a lovely organisation before! I feel valued, seen and heard as an individual here." - A member of the Clan Childlaw team

"I love my job at Clan. It's busy and varied and no two days are ever the same. We have a great team here and everyone is really supportive." - A member of the Clan Childlaw team

If you'd like to apply, please visit our application page [here](#), and click apply now. Submit a copy of your CV along with a short cover letter (no more than one page) telling us about how your skills and experience are a match for this role no later than noon on Monday 27th November 2023.

We expect interviews to take place week commencing **11th December 2023**.

Interviews will be held remotely.