



Let's Talk Well Office, 4th Floor, Building 7, Vantage Point Business Village
Mitcheldean, Gloucestershire, GL17 ODD
Telephone: 01594 372777 Text: 07520634063
Email: hello@letstalkwell.org.uk Website: www.letstalkwell.org.uk

Job Pack

Job Pack: Training Coordinator

Thank you for your interest in working for Let's Talk Well. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About Talk Well and the Role
- Job Description/Person Specification

The closing date for applications is 17/04/2026 however we will be reviewing and interviewing potential candidates through the application window.

Let's Talk Well reserves the right to close this vacancy should the right candidate be identified. Interviews will be held on 29/04/2026.

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the closing date it does mean that we have not been able to include you on our shortlist.

Completed applications should be sent to: recruitment@letstalkwell.org.uk

Or by post:
HR Department
4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 ODD



Guidance Notes

Filling in the application form

- Please complete all parts of the application form. (CVs will not be accepted in place of an application form)
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills of experience gained from voluntary or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- Let's Talk Well does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. Please note that you if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Commitment to Inclusivity and Diversity

Here at Let's Talk Well we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Keeping children, young people and families safe

Let's Talk Well is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or



indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The declaration section of the application form must be completed.

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared.

This means that any previous criminal convictions or cautions or bind-overs you have ever had, or any allegations made against you that relate to the safety or welfare of children and young people or vulnerable adults or about your behaviour towards children or young people or vulnerable adults must be submitted with your application form in a sealed envelope marked 'Confidential'.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We recognise the contribution that people with criminal records can make as employees and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. All cases will be examined on an individual basis. A copy of our Recruitment of Ex-Offenders policy can be made available by contacting our HR team.

All employment offers are made subject to the following checks:

- Satisfactory clearance from the Disclosure and Barring Service where applicable
- Satisfactory references
- Right to work check
- Satisfactory health check

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about Let's Talk Well please contact a member of our Human Resources Department 01594 372777 or email recruitment@letstalkwell.org.uk

Thank you for considering applying to Let's Talk Well



About Let's Talk Well

Let's Talk Well is a charity established in 1993 serving Gloucestershire and surrounding areas. Let's Talk Well reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

Let's Talk Well has a main office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

About Let's Talk Well – Training Department

The Let's Talk Well have been delivering counselling training since 2017. We deliver entry level courses (Level 2 & 3), qualifying courses (Level 4) and post qualifying courses (Level 5). All of our courses are delivered under the Counselling and Psychotherapy Central Awarding Body (CPCAB) who are the largest awarding body of counselling qualifications in Europe.

We offer a different experience than colleges and universities as we provide a nurturing space for our students and we support them on their journey to become a counsellor. They are emersed into our agency and get a real sense of what it feels like to work for a counselling agency.

Our Training department is led by our Head of Training who is supported by the Program Lead. We have a dedicated team of tutors who are passionate about the work that they do and about giving each student the best possible experience.

Our Mission, Ethos and Values:

Let's Talk Well is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a



demonstration and authentication of our ethos.

Our Values represent our core beliefs, that inspire and guide the choices we make, how we operate and how we interact with people:



Let's Talk Well Values

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| <p>We're Here</p> <p>We strive to be accessible, available and present for young people and their families when they need our reliable support.</p>  | <p>We Help Change Lives</p> <p>We enable and empower young people to have hope and see a future.</p>  | <p>We Care</p> <p>We work with kindness, compassion and respect, promoting equity of opportunity.</p>  | <p>We Keep Moving Forward</p> <p>We innovate and learn to progress the service we provide in an sustainable way.</p>  | <p>We Are Trusted</p> <p>We work in a safe and professional way, provide a high quality service with good governance.</p>  |
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Further information on our values, mission statement and vision can be found on our website – [About us | Let's Talk Well](#)



Job Detail

Job Title: Training Co-ordinator.

Rate of pay: Grade C - £32,331 - £35,412 per annum full time equivalent (pro rata for part time employees). Salary is dependent on experience.

Reports to: Head of Training

Place of Work: Let's Talk Well, Eastgate House, Gloucester and on occasions at Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0DD. You will also be required to attend Let's Talk Well meetings and training related to the post at various locations across Gloucestershire as required. You will not be required to work outside the UK.

Hours of Work: 21 hours per a week (over a minimum of three days)

Contract: Permanent

Holiday: 5.6 weeks a year (inc. bank holidays) pro rata for part time employees.

Benefits:

- Enrolment into a direct contribution pension scheme (3% employer contribution)
- We gift all employees the days between Christmas Day & New Year's Day excluding Bank Holidays.
- Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.
- Up to three volunteering/wellbeing days per year
- Enhanced company sick pay
- Blue light discount card
- Sight test

Expenses: Legitimate business expenses incurred as part of carrying out your job will be reimbursed.

Terms: There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.



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| Job Title: | Training Coordinator |
| Responsible to: | Head of Training |
| Job Purpose: | To ensure the smooth running of the training department, ensuring that we are fulfilling the requirements of our awarding body CPCAB, liaising with other departments and students and internal verification of all courses. |
| Main Duties: | <p>Role and Responsibilities</p> <p>Your role may involve any of the following activities depending on the priority of the organisation:</p> <ul style="list-style-type: none"> • Oversight of Internal Quality Assurance for all CPCAB courses, Level 2, 3, 4 and 5, and specific responsibility for Internal Verification of all courses and tutor requirements. • Responsible for reviewing and updating training policies at least annually and write any new policies where gaps are identified. This requires you to be aware of current legislation, CPCAB requirements and the needs of the agency. This will include producing and updating application forms and offer packs which clearly state terms and conditions. • Liaison with BACP, NCPS, CPCAB and other external bodies, in particular administering and updating the CPCAB portal. • Assisting the Head of Training and Program Lead with all course planning and administration • Managing the Head of Training's calls, emails and postal correspondence • Booking rooms, venues, trainers, etc. • Documenting and monitoring all financial aspects of the training department and providing financial information to the Chief Clinical Officer. • Processing student application forms across all CPCAB courses (Level 2 Certificate, Level 3 Certificate, Level 4 Diploma, Level 5 Certificate and Level 5 Diploma) and tracking of each stage of the student journey as well as assisting with the interview process. • Liaising with Marketing to update and improve the Training page of the LTW website and planning social media campaigns • Liaising with Finance regarding student payments, course costings, etc. • Liaising with LTW clinical team in providing, booking and paying for CPD • Making calls to prospective and current students • To manage a workload of day to day tasks working effectively and collaboratively within the Training and wider team • Ensure the Training team have the resources they require |



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| | <ul style="list-style-type: none"> • Liaise with IT teams to ensure that the LTW trainers and students have their IT requirements met and to resolve any issues • Updating and managing the Google Classroom and transferring work into student portfolios. • Attend meeting as required including a monthly training meeting on Friday mornings. • Assist with open days <p>The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.</p> |
| <p>General duties</p> | <p>Internal Relationships The Training Coordinator needs to develop strong working links with all departments within Let's Talk Well.</p> <p>External Relationships The Training Coordinator will be responsible, with the Let's Talk Well Team, for establishing and maintaining caring professional, ethical and effective working relationships with professionals from a wide range of organisations. The Training Coordinator may sometimes be asked to represent the Training team at various events as required in order to advertise our courses.</p> <p>Workplace You will be mainly based in our offices Eastgate Office House, Gloucester. You will be able to claim travel expenses for any travel away from your normal place of work. You will not be required to work outside the UK.</p> |



Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading ‘desirable attributes’ will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

| Selection Criteria | Method of Assessment | Essential | Desirable |
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| 1 Training, Qualifications and Experience | | | |
| The successful candidate will have: | | | |
| 1.1: Educated to A-level standard or equivalent (or relevant professional experience) | <ul style="list-style-type: none"> ▪ Application form ▪ Certificate Check | ✓ | |
| 1.2: Strong understanding of administrative systems and processes | <ul style="list-style-type: none"> ▪ Application form ▪ Certificate Check | ✓ | |
| 1.3: Knowledge of data protection and confidentiality requirements | <ul style="list-style-type: none"> ▪ Application form ▪ Certificate Check | | ✓ |
| 1.4: Understanding of Internal Quality Assurance (IQA) processes | <ul style="list-style-type: none"> ▪ | | ✓ |
| 1.5: Good working knowledge of Microsoft Office and digital systems (e.g. Google Workspace) | <ul style="list-style-type: none"> ▪ Application form ▪ Interview Task | ✓ | |
| 2 Knowledge | | | |
| The successful candidate will be able to demonstrate an awareness of: | | | |
| 2.1: Understanding of what an administrative or coordination role requires | <ul style="list-style-type: none"> ▪Application form ▪Interview | ✓ | |
| 2.2: Able to manage multiple tasks and priorities in a busy environment | <ul style="list-style-type: none"> ▪Application form ▪Interview | ✓ | |
| 2.3: Be able to liaise with internal and external stakeholders | <ul style="list-style-type: none"> ▪Application form ▪Interview | ✓ | |
| 2.4: Have experience handling sensitive information with discretion | <ul style="list-style-type: none"> ▪Application form ▪Interview | ✓ | |

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| 2.5 Good working knowledge of IT, IG, Data protection policies and procedures. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 3. Ability | | | |
| The successful candidate will be able to: | | | |
| 3.1: To work on own initiative and regulate own workload. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 3.2: To be an ambassador for Let's Talk Well promoting the wider work and interests of the charity where appropriate | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 3.3: Ability to operate within an Agency's framework of policies and procedures | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 3.4: Competent numeracy and literacy skills | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 3.5: High attention to detail and accuracy | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |

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| 4. Communication Skills | | | |
| The successful candidate will be able to: | | | |
| 4.1 demonstrate a good level of competency in written and verbal communication skills | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 4.2 deliver the role in line with Talk Well Values | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5. Personal Attributes | | | |
| The successful candidate will demonstrate: | | | |
| 5.1: Professional, reliable, and approachable manner | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.2: Strong sense of responsibility and accountability | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.3: Flexible and adaptable to changing priorities | <ul style="list-style-type: none"> ▪ Application form | ✓ | |

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| 5.4: Ability to work under pressure and meet deadlines | <ul style="list-style-type: none"> ▪ Application form | ✓ | |
| 5.5: Enthusiastic and proactive approach to work | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 6. Commitment | | | |
| The successful candidate should be able to demonstrate commitment to: | | | |
| 6.1: Respect the Christian ethos of the charity. | <ul style="list-style-type: none"> ▪ Application form | ✓ | |
| 6.2: Willing and able to commit to attend monthly staff meetings (Friday mornings) and one to one review meetings annually. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |