



POST: *Training & Engagement Coordinator*

LOCATION: *London based, hybrid*

SALARY: *£27-30k (full-time equivalent, depending on experience)*

HOURS: *Part- time 3 days per week*

Reports to: *Head of Training and Direct Online Services*

Direct Reports: *None*

About Resources for Autism (RfA)

Since 1997 when we started as a small playgroup set up by parents dismayed at the lack of provision for their autistic children, Resources for Autism (RfA) has grown into a major deliverer of services and support in London and the West Midlands with a turnover of around £2.5m per year. Our mission is to support and enable autistic people to live happy and fulfilling lives. We want to change society's attitude to autism whilst also providing essential services and enriching opportunities to autistic people. We are a values-driven organisation which employs values-driven people who want to make a difference. Our values are: Inclusion, Creativity, Compassion, Courageousness and Expert. You will play a vital part in ensuring that we can resource and sustain this amazing work.

Our Services

All of our services across children and adults and parent/carers, mirror the wider organisational mission of providing safe, fun and meaningful support that enables personal development. We provide this support by ensuring our staff are skilfully trained, meet the highest safeguarding expectations and are encouraged to develop and upskill throughout their career with Resources for Autism.

The Role

Working closely with the Head of Training and Direct Online Services, who leads the strategic development of Resources for Autism's (RfA's) Training and Consultancy Service, you will support the effective delivery and growth of the service. This includes ensuring robust data capture, monitoring and reporting across all training and consultancy activities.

You will also have the opportunity to shadow and gradually become more involved in some of the development and delivery of live training services internally and for external organisations and businesses. As the service expands, you will contribute to the development of on-demand learning materials and resources, supporting its continued growth, in line with RfA's strategic objectives.

The core aim of the Training and Consultancy Service is to provide external organisations, businesses and corporate partners with expert guidance that builds the knowledge, skills and confidence needed to support autistic individuals effectively, respectfully and in a person-centred way. The service also seeks to challenge misconceptions and reduce bias surrounding autism and more broadly, neurodivergence.

The role will involve developing and distributing external communications through mailing lists to promote RFA's training, consultancy and online services, increasing engagement with prospective clients and supporting service growth. In addition, the postholder will have a key role in creating and scheduling social media content to maintain an active, professional and engaging online presence that aligns with RFA's Social Media Strategy.

Main Responsibilities:

Admin and Data Recording/Reporting

- To support with pre and post training delivery admin tasks including:
 - Setting up online events on Eventbrite and supporting the creation of engaging, professional and high-quality visual material for event pages and promotional materials.
 - Accurately recording relevant figures in relation to training attendance and reach, maintaining relevant spreadsheets.
 - Supporting the monitoring and evaluation of training reach, attendance trends and service outcomes, including contributions to quarterly organisational reporting.
 - Analysing evaluation metrics collected through Microsoft Forms to produce comprehensive reports that capture both quantitative and qualitative feedback, including participant satisfaction, engagement, key learning outcomes and areas for improvement. Using this information to support the ongoing development of training content and delivery.
 - Extracting evaluation metrics from Microsoft forms data to form comprehensive reports comprised of quantitative and qualitative feedback on training attendee experience, engagement satisfaction, key takeaways and areas of improvement to improve content and delivery based on feedback and outcomes.
 - Keeping mailing lists up to date taking data from training reports and evaluation forms, and working alongside the Marketing Officer to draft regular, engaging emails with service updates, training calendars and testimonials to drive traffic to our online training and prompt booking of training sessions from organisations in both third sector and corporate sectors.

Training Development & Delivery

- To research Awareness Days and common areas of need for professionals and parents to inform proactive planning for the most useful training topics to support our training target audiences.

- To support the Head of Training and Direct Online Services with the development of external training programmes, workshop calendars, and pre-recorded/on-demand online content, and other relevant materials, keeping content aligned with the most current autism and neurodiversity research and best practice.
- To shadow and support the delivery of and promote RfA's training to schools, local authorities, other organisations and corporate partners, working towards eventually delivering some training independently.

External Engagement

- To build and maintain relationships with key stakeholders, including education providers, local authorities, and corporate partner organisations
- To represent RfA externally and promote its expertise in autism, neurodivergence and training

Social Media:

- To use information from upcoming training and online service events, input from colleagues across RFA, and independent research to create, schedule and share engaging social media content. Expectations around social media content will include:
 - Promotion of RFA's training, other events and services
 - Sharing of service user feedback and outcomes to highlight RFA's impact
 - Recognition of relevant awareness days, campaigns and events that align with RFA's work and values.
- To support the effective management of RFA's social media channels, ensuring that communications are tailored to the specific audiences reached through Facebook, Instagram, TikTok and LinkedIn.

General Responsibilities

- To keep up to date with developments in autism and neurodivergence research, training methods and digital learning.
- Uphold and adhere to the values of RfA at all times.
- Ensure there is always compliance with RfA's safeguarding policies and procedures.
- All staff are expected to promote equality in the workplace and in our services.
- Undertake any other duties asked of you that are commensurate with your grade.

Flexible working:

To work flexibly in line with your service demands which may mean some evenings and weekend days as necessary.

Person Specification –

Skill	Essential	Desirable
Minimum 3+ years' experience working with autistic people and/or families in a direct support or advisory capacity.	x	
Experience in supporting the delivery, development and evaluation of training programmes or services.		x
Strong training, facilitation and presentation skills.	x	
Excellent communication skills (written and verbal) adaptable to different populations including: colleagues, external professionals, service users etc.	x	
Strong understanding of autism, neurodiversity, and inclusive practice	x	
IT skills: Proficient in usage of Microsoft 365 apps, especially Excel and PowerPoint.	x	
Knowledge around trauma-informed practice and safeguarding.		x
Good understanding of co-production principles and how to embed them into practice.		x
Knowledge of marketing and digital engagement strategies.		x
Knowledge of social media content creation and editing tools (e.g. Canva and CapCut) and an understanding of platform algorithms, content optimisation techniques and social media best practice across a range of channels.	x	
Standard skills expected of all staff		
Excellent communication skills (written and verbal) adaptable to different populations including: colleagues, external professionals, service users, families, volunteers, donors	X	
Strong organisational and prioritisation skills	X	
Good understanding of Safeguarding	X	
IT skills: proficient with Office 365	X	
Self-starter and able to work independently, using own initiative	X	
Non-judgemental, compassionate	X	

Confidentiality and Safeguarding

You will have access to confidential information concerning families and other service users and will be required to maintain confidentiality at all times.

All staff have the following safeguarding responsibilities:

- Actively promote the safety, wellbeing and inclusion of all children, young people and vulnerable adults accessing our services.
- Follow organisational safeguarding policies, procedures and codes of conduct at all times.

- Maintain clear professional boundaries and model safe, respectful and appropriate behaviour.
- Recognise and respond appropriately to safeguarding, welfare or behaviour-related concerns, reporting these promptly and in line with organisational procedures.
- Work in a way that reduces risk and supports positive behaviour, emotional regulation and individual communication needs.
- Contribute to a culture where safeguarding concerns are shared appropriately, listened to, and taken seriously.

Staff Benefits

90% of our staff say that Resources for Autism is “a great place to work”.

Not only will the work you do ensure we are making vital differences and inspiring others, but our other benefits also include:

- flexible working patterns with the option to work in a hybrid way (only available for some roles)
- 25 days of leave (pro rata for part time roles) each year plus 8 bank holidays and an additional 3 Celebration days that could be used between Christmas and new year, but may be used for other religious days or significant days such as your birthday
- access to ongoing training and progress in the areas that interest you
- access to our wellbeing initiatives and an Employee Assistance Programme
- enrolment on to our pension scheme
- a supportive, warm and fun working environment made up of values driven people who are passionate about changing the world for autistic people

Application process:

In order that we adhere to Safer Recruitment processes, all applicants are required to complete an application form which must include your **full** employment history with clear details, any gaps in employment need to be outlined and explained. You are also required to provide details of your full education history.

Non-Regulated roles with some service user contact (e.g. project staff, regular scheme visitors, fundraising roles). This role is exempt from the Rehabilitation of Offenders Act 1974. The **successful applicant** will be subject to an Enhanced Disclosure and Barring Service (DBS) check in line with DBS eligibility criteria and the DBS Code of Practice. This role does not include regulated activity and therefore is not eligible for a Barred List check.

In your personal statement we would like to see how you feel you meet the person specification and the requirements/responsibilities of the role.

If for any reason, such as due to accessibility, you feel completing an application form will present a challenge, you can contact us via the below email and we may explore other options with you.

To discuss the role informally or if you need to contact us you can contact the HR team via recruitment@resourcesforautism.org.uk

We particularly welcome applications from global majority candidates, LGBTQIA+ candidates and disabled candidates, because we would like to increase the representation of these groups at Resources for Autism. We want to do this because we know greater diversity will lead to even greater results for our community.

As you would expect, we are a neuro-affirming employer, with a strengths and rights based approach to neurodiversity which affirms neurodivergent identity – we don't want to "fix" or "cure" autism, and we don't see it as a "disability" however we do recognise it can be "disabling". We are working to improve the ways in which we recruit and support neurodiverse employees and those with lived experience of neurodiversity.

RfA is a Disability Confidant employer and candidates who meet the minimum essential criteria, that have a disability will be guaranteed an interview.