



Training & Consultancy Manager

Role description, November 2021

About alcohol harm and Alcohol Change UK

Alcohol harm is widespread, serious ... and completely avoidable.

Too many of us can fall into the trap of believing that alcohol harm is something limited to a small proportion of so-called 'alcoholics'. While there are, indeed, hundreds of thousands of people with a severe alcohol dependency who matter greatly, alcohol harm also affects many millions of people: whether through a diagnosis of cancer, an early death from liver disease, a deepening of mental health problems, a childhood scarred by a parent's drinking, or the street violence or domestic violence that can cause permanent injury and ongoing trauma.

In fact, over 10 million people are drinking at levels that are risking their health or affecting others. Alcohol harm costs our NHS at least £3.5bn and our police, courts and prisons at least another £4bn. All of us are currently affected by alcohol harm. But alcohol harm is entirely avoidable.

Alcohol Change UK exists to eliminate the harm from alcohol and to help people across the UK to develop a positive relationship with alcohol. We:

- campaign for better policies and regulation
- work to create healthier drinking cultures
- deliver cutting-edge behaviour change programmes to help people take control of their drinking *before* they require specialist treatment
- collaborate with our friends across the diversity of specialist alcohol treatment to drive up access and impact
- and develop new knowledge to ensure that our work and the work of everyone who seeks to reduce alcohol harm is based on the best available evidence.

Our vision: A world free from alcohol harm.

Our mission: To significantly reduce serious alcohol harm in the UK.

Our values

Truthful - we seek and tell the truth.

Compassionate - we care deeply about everyone seriously harmed by alcohol, whoever they are.

Ambitious for change – we are optimistic and determined.

Consultancy & Training at Alcohol Change UK

This is an incredibly exciting time to be joining Alcohol Change UK. We are half way through our ambitious five-year strategy – and our Consultancy & Training function is going to be critical to our success. Our Consultancy & Training function acts in two key markets: ‘workplaces’ (our clients are employers) and ‘alcohol treatment services’ (our clients are local authorities and alcohol treatment providers). In both markets we work to generate income *and create impact*.

In the ‘workplaces’ market, we offer advice, coaching, training and change management support to workplaces of any type across any sector. Workplaces can create a safe, positive alcohol culture (or can do the opposite). And workplaces can identify and support employees with drinking problems early, reducing further harm (or can fail to tackle this). We help them to become better at preventing alcohol harm amongst their staff teams and at dealing with alcohol problems if they occur. As a result, our clients are able to improve safeguarding, wellbeing, inclusivity, productivity *and* engagement.

In the ‘alcohol treatment services’ market, we work with the NHS, local authorities and alcohol treatment providers in the charity sector to enhance their ability to support those drinkers with the most complex needs, those who are often written-off as ‘change resistant’. Our flagship Blue Light approach enables support services to reach out to these drinkers, find new ways to engage them, reducing harm and saving lives (while also significantly reducing costs). We also run ‘open’ training courses which staff from alcohol treatment services can book onto, on a range of key topics.

Fundraising and Engagement at Alcohol Change UK

While we all work as ‘one team’ at the charity, you will be working in the Fundraising and Engagement team. Formed in 2019, this dynamic team does not just deliver income growth; it also works to engage thousands of supporters who also want to reduce alcohol harm, whether through activism, lobbying, sharing their story, fundraising or personal giving. You will therefore be working in a team that is acutely aware of the power of combining ‘impact’ with ‘income’.

The Consultancy & Training Manager post is a fantastic role. Working with dozens of clients a year, and managing our small team of skilled associates, you will both help to win work and get involved in delivering projects. As a small charity, many of our roles are ‘bottom-to-top’ and this is no exception: from essential administrative work such as ensuring contracts are signed and invoices are sent out, to developing strategic plans and pitching to CEOs of major companies and senior staff in local authorities. This work will all make a difference, and you will be the guardian of that impact, while also delivering growth in income. In both markets we have ambitious plans to expand our mission-centric business and this varied and fascinating role will enable a motivated individual to leave a notable mark. You will also be encouraged and supported to develop and grow in the role.

This role requires someone who is entrepreneurial, collaborative, organised and driven – not just by growing income, but also by making a difference. A strategic thinker and planner, you will have an excellent ability to communicate using all formats and channels, will have skills in negotiating and influencing, and will excel in managing relationships with multiple, diverse stakeholders. You will have experience of supporting or delivering consultancy or training. And you will love being organised and on top of things, combining the big picture with attention to detail, from budgets to impact.

Consultancy & Training Manager

Role description, November 2021

Reports to: Director of Fundraising & Engagement
Direct reports: Consultancy & Training Assistant (Trainee) Kickstart Trainee for 6 months and team of associates (currently 5)
Location: Flexible
Status: Permenant
Hours: 35 hours per week.
Salary grade: Grade C (£34,802 to £41,502). Your pay point within this range will be dependent on skills, knowledge and experience

Role summary

This position will manage, coordinate, administer and deliver elements of our Consultancy & Training function. Working closely with our associates, you will be designing, marketing, developing, and implementing our consultancy and training work; with a view to reducing alcohol harm in hundreds of companies and enhancing provision for the people with the most complex drinking problems; while generating income to ensure this valuable work is able to continue.

Key tasks and responsibilities

Strategy and planning

1. Work closely with the Director of Fundraising and Engagement to develop strong, strategic plans for our consultancy and training function, while aligning with the charity's vision, mission, values and agreed strategies.
2. Consult on an ongoing basis with external stakeholders such as local authorities, treatment services, NHS Trusts and workplaces to develop insights into their needs and preferences, so that our services and products can respond.
3. Work closely with internal stakeholders, especially the Director of Fundraising and Engagement, to support the development of annual plans and budgets for our Consultancy & Training function, including an annual programme of face to face and virtual training.
4. Roll out and develop the new e-learning programme of training for workplaces and alcohol treatment services.
5. Working in collaboration with the Behaviour Change Manager to stragically develop a digital public-facing training programme to support people with their drinking.
6. Communicate plans to relevant stakeholders.

7. Ensure that plans are delivered meet targets, on time and to budget; adapting plans as needed and with necessary approvals.
8. Put in place processes for monitoring the effectiveness of our consultancy and training interventions; and produce timely, high quality reports on pipelines, clients, income, impact and customer feedback.

Winning and delivering work

9. Work with the Director of Fundraising & Engagement, our marketing and communications team, and our team of associates to put in place a strong, efficient and effective approach to marketing our products and services to our core markets, growing our income and work over time.
10. Co-create marketing materials, such as flyers, web content, email newsletters and so on with our communications team.
11. Organise our presence at marketing events, such as conferences and exhibitions.
12. Work with the Director of Fundraising & Engagement to seek out and identify opportunities for commissioned work and grants; decide which to bid for; and work with relevant associates and colleagues to write (and secure internal sign-off for) bids and tenders.
13. Take initial calls from prospective clients, listen to their presenting issues, and agree practical next steps with them as appropriate.
14. Organise, prepare for, attend, and contribute to 'pitching' meetings to potential clients in our 'workplaces' market.
15. Organise the logistics around training days (venues, food, AV, etc.) and consider and develop a potential new approach to our online training.
16. Take the lead on project managing some of our consultancy projects as required, including monitoring progress and coordinating project teams.
17. Deliver workshops and events for clients in both our workplaces and alcohol services markets.

Coordination

18. Manage the overall workflow of the function, identifying 'pinch points', and alerting senior staff to any challenges with associate capacity.
19. Ensure our small team of associates is kept involved in the charity, has positive trusting relationships with the staff team, is fully able to feed into developments affecting Consultancy & Training, and has in place a clear agreement about the role of an Alcohol Change UK associate.
20. Where necessary, recruit and induct new associates to add to our available skills set.
21. Work closely with the Finance Team to ensure contracts are signed, invoices to clients are issued on time, and associates are paid accurately.
22. Closely monitor the finances and budgets of the function, in liaison with the Director of Fundraising & Engagement, to ensure targets are hit, exceeded or adjusted as necessary.

Other Duties

23. Support the wider work of the Fundraising & Engagement team as necessary.
24. Undertake other work as requested by your line manager or the CEO.
25. Continually develop your knowledge and skills.
26. Know, embrace and actively uphold the values of Alcohol Change UK at all times.
27. Act as a positive ambassador for Alcohol Change UK at all times.

Person Specification

Skills and experience

Essential

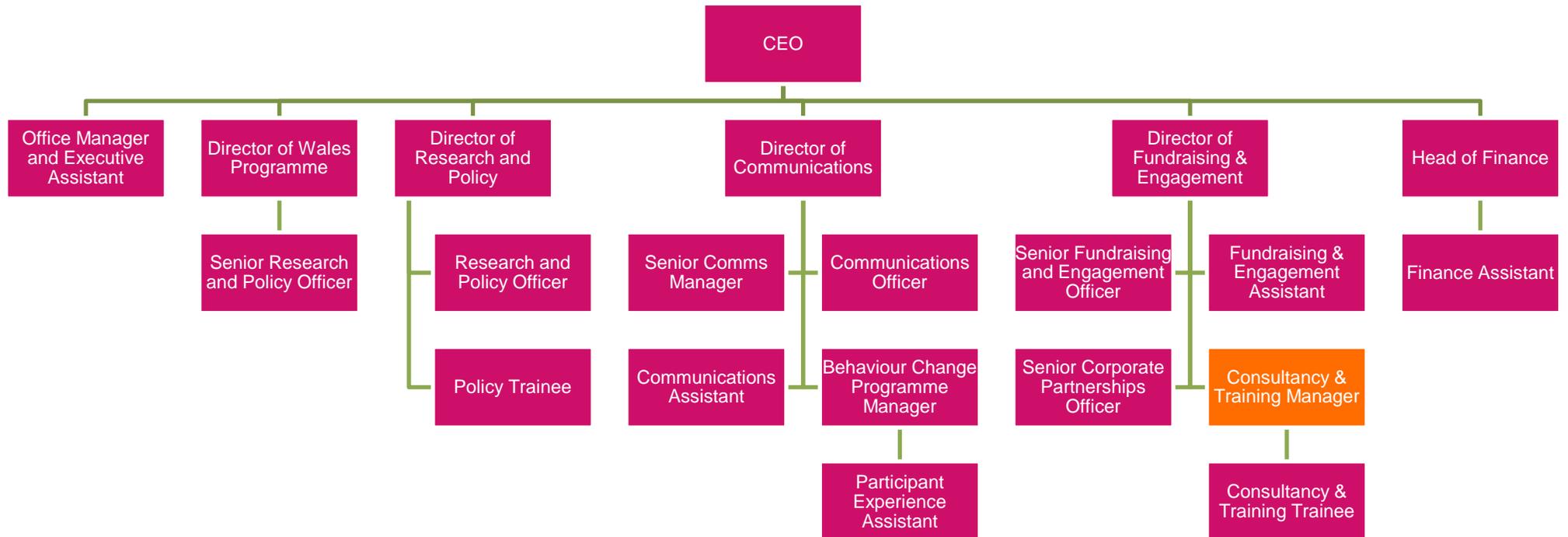
- Knowledge of project and programme management techniques
- Running or organising successful consultancy projects and/or training programmes, ideally in a charity, but to a wide range of clients
- Organising a complex and diverse workload
- Bringing-in income, for example through bids and tenders, pitching, or marketing
- Outstanding organisational, planning and time management skills
- Excellent entrepreneurial skills
- Excellent interpersonal skills, including excellent listening, negotiation and influencing skills
- Line management experience
- Excellent writing skills, including the ability to craft compelling marketing materials, tenders, etc.
- Ability to work under pressure and deal with fluctuating workloads
- Client-centric, especially the ability to market to clients in ways that inspire them to work with us, and focused on helping them to achieve a real impact
- Enjoy 'selling' and winning work
- Motivated to make a difference through charged for work
- Self-motivated, proactive and willing to take the initiative
- Resilient with a positive, 'can do' outlook
- High level of professionalism, hardworking, and willing to develop personally and professionally

- Excellent attention to detail
- High level of integrity and a focus on client impact
- Excellent aptitude for team-working

Desirable

- Experience of establishing and developing e-learning programmes
- Experience of managing a team of associates
- Interest in the mission of Alcohol Change UK
- Knowledge of where to search for commissioned work
- Evaluating and reporting on 'impact'
- Working with senior leaders
- Delivering consultancy work with corporates and/or with local authorities
- Contracts and invoicing
- Delivering verbal presentations
- Chairing meetings
- Networking

How does this post fit in? Organisation chart showing this post in orange.



Working at Alcohol Change UK



Hours of work	35 hours per week for full-time roles. There are no fixed start and end times to the day. All staff can open/close the office.
Flexibility	We love flexibility. We offer flexible start and end times each day, with extra flexibility possible by arrangement, for example for childcare arrangements. Time off in lieu is provided where staff work significant extra hours or weekends. All staff can be required to work some hours over Christmas and New Year to manage the Dry January campaign.
Place of work	Our office is conveniently located at Kings Cross: 27 Swinton Street, London, WC1X 9NW but we also support home working where appropriate. At the current time, no staff are required to attend the office and most choose to mix working from home with some office attendance.
Working culture	We are a small, friendly team but we think big: we're highly professional and we're ambitious to reduce alcohol harm for as many people as possible, as rapidly as we can. We work together, as one team, and are supportive of one another. We encourage a culture of 'experiment, fail, learn, and experiment again' and actively encourage team members to speak out if they see something that can be changed or improved. We have frequent team meetings, team lunch get-togethers, away days and informal socials. We also respect the work/non-work boundary. We are not a 'dry' charity. Many staff and trustees at the charity drink alcohol.
Development	There is a healthy budget for training and development and all staff are strongly encouraged to make use of opportunities to stay at the cutting edge of their field, to learn new skills and knowledge, and to gain new experiences.
Holiday	25 days' holiday plus bank holidays, rising to 28 days after 3 years' service and 30 days after 5 years' service. We also offer the ability to buy or sell annual leave. Leave is pro rata for part-time roles.
Pension	Excellent employers' contribution of 6% towards your pension scheme, with a salary sacrifice scheme option. Staff must currently contribute at least 2%. Staff contributions may increase in the future in line with statutory pensions rules.
Life Assurance	We offer a Group Life Assurance equivalent to the value of three times gross annual salary.
Employee Assistance Programme	We provide free confidential support 24 hours a day, 7 day a week for employees covering a huge range of areas, including legal support, relationships advice, health and wellbeing, etc.
IT	Our IT works well and is up-to-date. Remote working is supported on work-provided devices.
Probation and notice	Most posts have a six-month probationary period, during which the notice period is one week. Probationary periods may be extended if necessary. After successful completion of the probationary period, the notice period rises to one, three or six months, depending on the seniority of the role. This role will have a three-month notice period.

Any questions?

We hope this candidate pack has given you a good sense of the role and the charity. A lot more information is available on our website, including our strategies and annual report and accounts. However, if you have any questions about the role or would like an informal discussion about the role, you are very welcome to email Danielle Houlston, Director of Fundraising & Engagement danielle.houlston@alcoholchange.org.uk to set up a chat.

Your data

Before you apply, please read our privacy notice for details on how we use your information: <https://alcoholchange.org.uk/privacy-notice>

How to apply

Use our online form here: <https://form.typeform.com/to/Pogb2eBI> Upload your CV (max 3 pages, including two referees) to this online form in MS Word, Google doc, or Adobe .pdf format (no image files please). We only accept applications via our online form and will discard applications received in other formats. If for accessibility reasons you are unable to use the online form, please contact us at the earliest opportunity. We will be happy to make adjustments.

Timelines

Applications deadline: Strictly 9am Friday 3 December 2021. The online application form gives a date and time stamp to all applications.

We will respond by: Tuesday 7 December 2021. All applicants will receive a response.

Interview date: Friday 10 December 2021. Please save this date in your diary