



Consultancy and Training Officer

January 2026

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
- 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 and mission:

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're in the beginning of our new 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 Officer post is a fantastic role. Working with dozens of clients a year and working alongside our Senior Training & Consultancy Manager and our small team of skilled associates, you will be responsible for the administration tasks for the function along with helping to win work, stewardship of clients and supporting with bids and tenders. This work will all make a difference, and you will be creating 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 learn and develop within the field of consultancy and training.

Consultancy & Training Officer

Role description, January 2026

Reports to: Senior Consultancy and Training Manager
Direct reports: None
Location: Unit 7, Finsbury Business Centre Clerkenwell, 40 Bowling Green Lane, London EC1R 0NE, hybrid
Status, hours: permanent, full-time – 35 hours p/w
Salary: Grade D - £32,254 - £35,560 depending on skills, knowledge, and experience. Includes 11% London Weighting which is based on one day a week in the office.

Role Summary

The Training & Consultancy Officer will work closely with the Senior Consultancy and Training Manager, and Director of Consultancy and Training to deliver significant elements of activity. The post holder will be responsible for the administrative duties in the team which include responding to prospective and current training clients, creating booking forms, invoicing and liaising with our team of associates.

Key Tasks and Responsibilities

Administration

1. Supporting with the Training & Consultancy inbox, acting as the point of contact for enquires
2. Liaising with potential clients and helping them to select the most relevant training
3. Diary management – liaising with associates to get availability for clients and securing dates in diaries
4. Creating and managing booking forms
5. Keeping the booking trackers up to date with bookings and payments
6. Managing invoice request forms
7. Ensuring income and expenditure is recorded on trackers and post sheet and is imported to ThankQ
8. Using the Training Management System to record course attendance and to generate post-course certificates for all course attendees.

Relationship management

9. Responsible for stewardship of clients pre and post training. Ensuring:
 - Clients have relevant Zoom and Teams links and pre training information
 - Feedback immediately post training
 - Feedback at key points after training
 - Clients are kept up to date with other relevant training and any new training initiatives

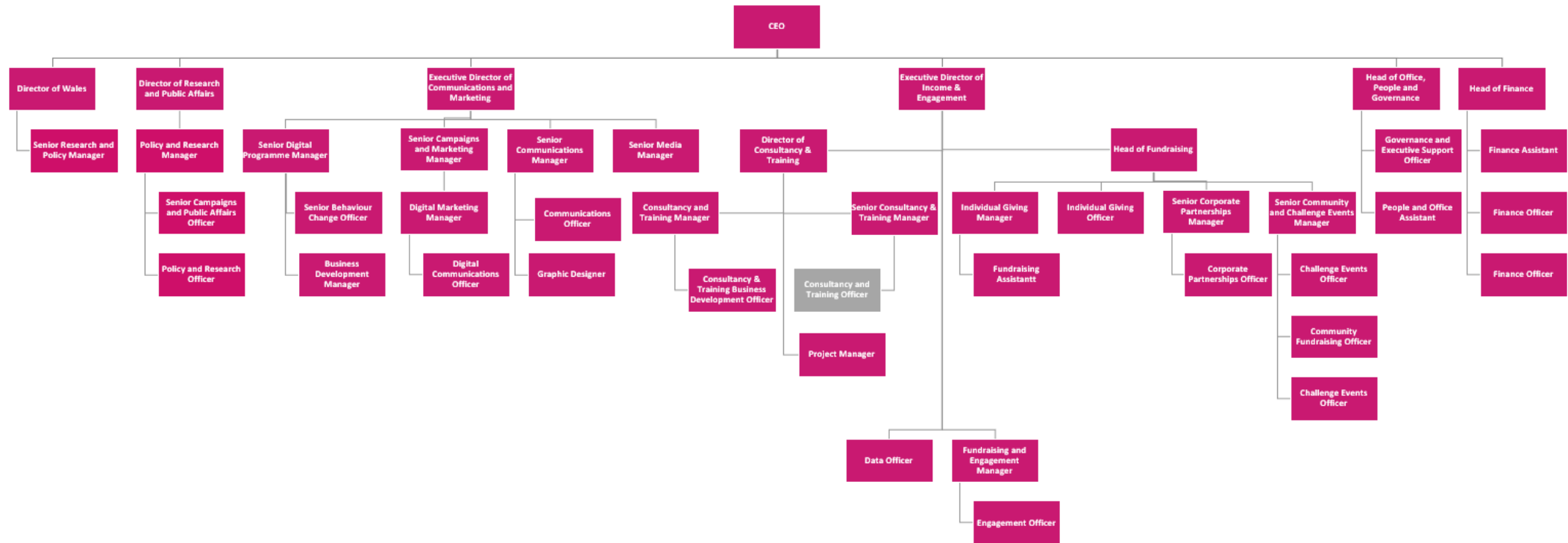
Cross-organisational Role

10. Work closely with colleagues across the charity to support their work and to act as 'one team'.
11. Contribute actively and positively to charity-wide strategies.

Other Duties

12. Continually develop your knowledge of alcohol harm and solutions to it.
13. Act as a positive ambassador for Alcohol Change UK at all times.
14. Know, embrace and actively uphold the values of Alcohol Change UK at all times.
15. Work flexible hours as necessary to meet the needs of the charity, time off in lieu (TOIL) will be earned for any work required outside of normal working hours.

Where you'll fit in



Consultancy and Training Officer

Person Specification, January 2026

Category	Essential	Desirable
Knowledge, Qualifications	1. Working knowledge of administration	<ul style="list-style-type: none"> Working knowledge of administration within a consultancy and training setting
Demonstrable experience of	2. Excellent stewardship/customer service and relationship building of supporters or clients 3. Implementing systems and processes 4. Producing accessible and insightful reports 5. Creating engaging written content 6. Research and analysis	<ul style="list-style-type: none"> Working in a charity
Skills and abilities	7. Strong writing skills, including writing for the web, cases for support, and promotional copy 8. Strong verbal communication, including outstanding listening and interpersonal skills, with the ability to motivate and support other team members 9. Excellent organisational skills and very high attention to detail 10. Good ability to use a CRM and strong IT skills 11. Good ability to manipulate quantitative and financial data 12. Ability to manage a varied workload and take initiative 13. Ability to be self-motivated and to work as part of a team	<ul style="list-style-type: none"> Experience of using ThankQ Experience of using Excel, Eventbrite and training management systems.
Personal attributes and values	14. High level of professionalism, hardworking, and ambitious for both the charity and the fundraising function 15. High level of integrity 16. Very high aptitude for team-working and creating 'one team' 17. Compassionate and empathetic	<ul style="list-style-type: none"> Interest in the mission of Alcohol Change UK Enjoyment of being in an organisation experiencing dynamic change

Working at Alcohol Change UK

Hours of work	35 hours per week.
Flexibility	There are no fixed start and end times to the day. All staff can open/close the office. Flexibility We love flexibility. We currently offer flexible start and end times each day, around core hours of 10.00am to 3.00pm, 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 additional hours over Christmas and New Year to manage the Dry January® challenge and this post will have particularly heavy requirements over the period early November to mid-February.
Place of work	Our modern and well-equipped office is located at Unit 7, Finsbury Business Centre, 40 Bowling Green Lane, London, EC1R 0NE We encourage staff to work where they wish, at home or in the office, within the limits of the role and taking into account their personal circumstances. There will be expectations for this role to attend the office approximately once a week. We encourage team members to meet face-to-face with colleagues at least once a week to ensure good team relationships and we require attendance at all staff away days (currently five times a year). All staff are expected to work one day a week in the office (minimum) to receive London Weighting of 11%.
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 each other. 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, away days and informal socials. We are an anti-racist organisation and welcome applications from people who have been disabled by society, are from minoritised groups, have personal experience of alcohol harm or have experienced any other form of societal discrimination.
Development	There is a healthy budget for training and development and 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	33 days holiday, rising to 36 days after 3 years' service and 38 days after 5 years' service. We also offer the ability to buy or sell annual leave.
Pension	Excellent employers' contribution of 6% towards your pension scheme, with a salary sacrifice scheme option. Staff must contribute at least 2% to their pension (subject to statutory pensions rules) to receive the employers' contribution, or may choose to opt out.
Life Assurance	We offer Group Life Assurance equivalent to the value of three times gross annual salary.
Employee Assistance Programme	We offer 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 is up-to-date. Remote working is well-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 six-week notice period rising by a week a year after two years in post up to a max of twelve weeks

How to apply

We encourage applications from people who meet most, but not all, of our essential criteria. And we encourage applications from people who have been disabled by society, are from minoritised groups, have personal experience of alcohol harm or have experienced any other forms of societal discrimination.

Any questions? If you have any questions about the role or would like an informal discussion about the role, you are welcome to email Jane Gardiner, Director of Consultancy and Training, at Jane.Gardiner@alcoholchange.org.uk

How to apply

- Use our online form here: [Consultancy and Training Officer - Alcohol Change UK - Applied](#)
- Upload your CV (max 3 pages, listing two referees) to this online form in MS Word, Google doc, or Adobe .pdf format (no image files please).

Applications are reviewed anonymously. Question responses and CVs are separated on review, so please do not reference your CV in your answers.

We only accept applications on our own application form and will not accept applications in any other way. For example, cover letters emailed to us will be discarded. If your access requirements mean that you are unable to use the online version of the application form, please contact us on jobs@alcoholchange.org.uk and we will supply the form in another format.

Deadline for us to receive your application: *strictly* 9am, 11 February 2026. The online application form gives a date and time stamp to all applications.

We will aim to get back to you by: 13 February 2026. All applicants will receive a response.

Interviews: Wednesday 18th February (please save the date!)