

Recruitment Pack

**Senior Training
Coordinator Maternity
Cover**

February 2026

Thank you for your interest in working with Lancashire Mind

Who are we?

Lancashire Mind is an independent mental health charity, delivering our impactful strategy that has been co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the national Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing excellent opportunities for good practice sharing and partnership working.

Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.

To achieve this, we:

Connect Minds through ongoing engagement and co-creation.
Change Minds by challenging stigma and increasing knowledge around mental health.
Support Minds by being a source of help, where, when, and how people need it.

We value being:

Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

Bold

We're not afraid to demand better for people who need our help.

Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We are determined to be an organisation that is representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

Join us to connect, change and support minds in Lancashire.



Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

Flexible working

We operate a hybrid working policy. For office-based roles, you can split your time between home and our office in Chorley. For service delivery roles, you'll also spend time working in communities at a range of different venues. Depending on the requirements of the role, we will also consider remote working.

Our full-time hours are 35 hours per week. We are open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

Leave

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

Wellbeing benefits

We have a workplace wellbeing scheme provided by a small team of staff champions. Champions organise wellbeing activities and run a regular wellbeing survey, giving staff the chance to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you and your immediate family access to a 24/7, 365 confidential helpline and you'll have access to a smartphone app with personalised wellbeing content.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff, regardless of your role.

Financial benefits

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

Learning and development

You'll have protected time during regular supervision sessions with your line manager to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.

Who you'll work with

The Training Team sits within the External Relations Department. The department, and the teams within it, contribute to the sustainability of the organization through marketing, training and other sold services.

There are several dedicated roles within the team with a focus on growing our range of sold services. This is achieved through considered package design, carefully designed marketing materials and building effective and forward-thinking relationships with businesses and organisations across multiple sectors.

The department focuses on a range of sold services including our workplace wellbeing and training service - which delivers a range of offers supporting workplace wellbeing, suicide prevention and more. Some of the work within the training team is funded through commissioners so there will be a mix of working on funded projects with targets and delivering paid for training services booked through private businesses and organisations.

Your role

The Senior Training Coordinator supports our Training Lead to coordinate and deliver Training and Workplace Wellbeing services. This includes working with businesses, professionals and communities to understand their needs.

You will also work closely with our Training Administrator who handles training enquiries

and bookings, ensuring a smooth and high quality experience for all learners.

We are looking for someone who is passionate about improving mental health and wellbeing, who has experience of delivering mental health training, confidently engaging with businesses and promotion of workplace solutions to join our team.

The coordination and delivery of online and face-to-face training sessions will be your main responsibility. Your time will be split between administrative tasks, session delivery and engaging with businesses and organisations.

Excellent knowledge of common IT software, including Office 365, is essential, as is experience of using Zoom and Teams.

Being able to manage your own workload and keep on top of scheduling and prioritisation is a big part of the job.

This is an excellent opportunity for an enthusiastic individual who is interested in working as part of a small busy team, supporting people across Lancashire to increase their knowledge and understanding of mental health and wellbeing.

This is a fixed term 12 month post covering a maternity leave.

Above all, we want someone who believes in our vision of a Lancashire where everyone has the opportunity to have the best mental health and wellbeing possible.



Job description

Job title: Senior Training Coordinator

Hours: 28-35 hours per week

Contract: Fixed Term Maternity Cover 12 months

Salary: £29,000 pro rata

Responsible to: Training Lead

Location: Base is in Leyland. You will have a mixture of home and office working with delivery across Lancashire.

Overview

Under the direction of the Workplace Wellbeing and Training Lead, and in liaison with colleagues and customers, the Senior Training Coordinator will plan, administrate, and deliver our existing training courses to a wide range of audiences across Lancashire, to raise awareness and increase understanding of mental health and wellbeing. This includes training delivery as part of funded projects, as well as for customers who purchase training. Training courses are delivered online and face-to-face. Setting up online courses and supporting sessions delivered by other members of the team is a significant part of the role.

There is an element of lone working to this role, with activities taking place across Lancashire so the successful candidate needs to be comfortable with lone working and must have the means to travel around the county, with a training kit, on a regular basis, including occasional evenings and weekends.

Main duties and responsibilities

- Coordinate training activities, in liaison with Lancashire Mind colleagues.
 - Set up online training sessions in advance, sending invites and resources to learners in a timely manner.
 - Deliver Lancashire Mind's suite of mental health and suicide awareness training to a wide range of audiences online and face-to-face.
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- Support learners participating in sessions delivered by other members of the training team ensuring learners manage to join the session and monitoring throughout the session, checking in with anyone who appears distressed.
 - Support the development of new courses covering a range of mental health and wellbeing topics, including bespoke development for customers.
 - Support the Lancashire Wellbeing Business Network group by assisting the Training Lead to organise resources, events and update the user platform.
 - Encourage feedback from learners and evaluate training delivery to ensure a consistent and quality experience for customers and participants.
 - Work with the Training Lead to test, learn from and adapt training activities, including development of e-learning materials.
 - Work with internal and external colleagues to promote the training service and the importance of prioritising mental health and wellbeing in the workplace.
 - Understand and implement Lancashire Mind's policies and procedures, including key policies such as lone working and information governance.
 - Attend internal and external meetings and training, as and when necessary.
 - Undertake flexible working hours, including weekend and evening work when required (where possible, working hours don't go above the contracted hours but this is sometimes unavoidable so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date).
 - Travel across Lancashire (travel expenses reimbursed, except for usual commute to and from work).
 - Undertake other duties, as and when deemed necessary by a Senior Manager.

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to an enhanced Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.



Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
Qualifications and/or work experience	1.A relevant training qualification, e.g. PTLLS, MHFA, NUCO, ASIST, etc. or teaching experience is desirable but not essential	A
Knowledge and experience	1. Relevant work experience in a similar role or with transferable skills	A and I
	2. Experience of planning, delivering and evaluating training courses, including coordination and delivery of online sessions	A
	3.Knowledge and understanding of mental health and wellbeing	I
	4.Experience of presenting information to a variety of audiences and group sizes, including writing content for different audiences.	A and I
	5. Experience of handling disclosures and following safeguarding procedures, including signposting people for support	I
	6. Knowledge and understanding of professional boundaries, lone working, confidentiality, and data protection policies and procedures	I
Skills, abilities and competencies	1.Excellent communication skills, confident communicating with a wide range of people and through a variety of methods	A and I
	2.Ability to handle multiple tasks in a fast-paced environment, set priorities for yourself and in collaboration with colleagues	A
	3.Ability to work independently and adapt to changing or unexpected circumstances	I

	4.Excellent numeracy, literacy and report writing skills with the ability to maintain accurate records	A and I
	5.Excellent office IT skills (Microsoft Office 365, including Excel), with the ability to use video conferencing platforms and learn new software packages	Test at Interview
Personal attributes	1.Positive, enthusiastic and friendly attitude	I
	2.Resilient and committed to promoting mental wellbeing for all	A
	3.A demonstrable personal commitment to equal, diversity and inclusion; and challenging discrimination	I

To apply

If you would like to discuss the job before applying, contact Karen Arrowsmith, Training Lead karenarrowsmith@lancashiremind.org.uk

The deadline for applications is 18th March

Applications must be submitted using the online Lancashire Mind job application form, which can be found on the job posting's page on our career site: [Welcome to our career site - Lancashire Mind](#).

If you have any issues with the career site, please email recruitment@lancashiremind.org.uk.

Please email any queries regarding the job posting to recruitment@lancashiremind.org.uk. Please do not attach your CV, as we do not accept CVs in line with our Safer Recruitment Policy.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

Interviews for this post are scheduled to take place on 31st March 2026 so please keep this date free as alternatives can't be offered. Successful candidates will be notified no later than 25th March. Interviews will be held in-person at Lancashire Mind Offices in Leyland or Chorley depending on approaching office move.

The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660 or via recruitment@lancashiremind.org.uk.

What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Chorley. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews include a task and set of questions asked by a panel of three people.
- Some interviews include a presentation, which will need to be prepared in advance of the interview. Where a presentation is required, we provide a minimum of 5 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.
- The interview task is used to test IT skills and the ability to complete a task related to the role being applied for. 30 minutes is allowed for the task, which usually takes place before the panel. There's no need to do any preparation for the task.
- We allow 30 minutes for candidates to read the panel questions and make notes, which can be referred to during the interview.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.

We can adapt the interview process for individuals where required. There is space on the job application form to request reasonable adjustments.

Lancashire Mind

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