

Recruitment Pack

Training Administrative Coordinator

May 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 was co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing 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 age 14, building resilience from an early age is central to our work.

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're determined to be an organisation that represents 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 1:1 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

You'll join colleagues in the Workplace Wellbeing and Training Team, which is managed by the Workplace Wellbeing and Training Lead.

Lancashire Mind is continually engaging with Lancashire organisations and schools to support their workplace wellbeing. We also work closely with the NHS/ICB on their suicide prevention programme, the Orange Button.

We focus on working with organisation to promote positive mental health in the workplace, as well as promoting suicide prevention Lancashire-wide.

We also work with parents and young people on supporting and understanding self-harm. With the

creation of self-harm safe kits, this role will also manage the co-creation of the new parent workshops around understanding self-harm.

We do this with the support of the other External Relations Departments, such as Relationship and New Business. We work closely to find and engage new partners and organisations to make our reach even greater.

Your role

To help us manage some of the exciting projects that the WW&T Team has on, including a national project around self-harm.

You will have knowledge and understanding of digital platforms and managing the schedules of a team. You will also be managing our exciting new on-demand platform where you will be developing and improving our offer.

You'll be confident, creative, and able to work autonomously in the organisation. You'll be able to communicate with a wide range of people and quickly build rapport.

Your role will be to ensure that more people in Lancashire have access to better workplace wellbeing and support corporations with their workplace wellbeing by managing the Business Network.

You'll work with the WW&T Lead to create a range of opportunities for people to participate, including creating new opportunities for on-demand training, collaboration work with a range of different participants, and growing the Business Network.

You will also support the work of colleagues in the External Relations Department, working on case studies, marketing campaigns, and building relationships and growth with the Relationship and New Business Manager.

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: Training Administrative Coordinator

Hours: 18 hours per week

Contract: fixed term until end of March 2027, with potential to extend should funding allow

Salary: £25,850(pro rata)

Responsible to: Workplace Wellbeing and Training Lead

Location: Office base is in Leyland with a mix of home and office based work. This role could also be remote with some travel to Leyland and team meeting venues.



Overview

This is an exciting opportunity to work with local organisations and individuals to improve well-being and mental health in Lancashire. Lancashire Mind recognises that there are multiple reasons why people in workplaces suffer from poor mental health and we want to be able to support organisations to make a difference. We also work to reduce the number of deaths by suicide in Lancashire by training people in MH FA (Mental Health First Aid) and SFA (Suicide First Aid) to support more people to have difficult conversations.

The Training Administrative Coordinator will not only manage the schedules of the teams but will also liaise with our network of associate trainers and members of our Lancashire Wellbeing Business Network.

This will involve working collaboratively with colleagues across Lancashire Mind, especially in the External Relations Team, supporting the collation of storytelling opportunities, learner feedback, and post course feedback

Main duties and responsibilities

- Communicate with learners in relation to course attendance and post course feedback.
- Administrate our online course booking system Arlo, inputting learners, creating self registration templates, marking attendance and issues certificates and post course resources.
- Building relationships with stakeholders through effective communication via email and over the phone.
- Organise the training schedules for the training team and associate trainers.
- Filter customer enquiries in relation to potential bookings and sales of workplace wellbeing products and training.
- Create and issue codes for our elearning training using Stripe and Canva assets.
- Stay responsive to demand by monitoring learner numbers and patterns of interest through our Arlo booking system.
- Create reporting templates through our Arlo booking system to support report writing.
- Understand and implement Lancashire Mind's policies and procedures, including key policies such as safeguarding, language and communication policies.
- Attend internal and external meetings and training, as and when necessary.
- Travel to whole team meeting and any training that is required (travel expenses reimbursed, except for usual commute to and from work).
- Undertake other duties, as and when deemed necessary by a Senior Manager

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.**

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)
Knowledge and experience	1. Relevant work experience in a similar role	A
	2. Experience of using CRM, data input system, booking systems or similar.	A and I
	3. Experience of working within bookings and/or managing calendars of other colleagues.	A and I
	4. Engaging and working with a diverse range of customers to gather stories, feedback or similar.	A
	5. Understanding of safeguarding, professional boundaries, confidentiality, and data protection; particularly concerning data management	I
Skills, abilities and competencies	1. Ability to communicate effectively with a wide range of people and through a variety of methods	I
	2. Excellent numeracy, literacy and report-writing skills with the ability to maintain accurate records	A
	3. Skilled in building and maintaining relationships with a wide range of stakeholders	A and I

	4. Ability to manage conflicting demands and pressures and to successfully support others to do the same	I
	5. Excellent office IT skills (Microsoft Office 365, including Excel, CRMs and on-demand platforms) and the ability to learn new software packages, including development	A
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 equality, diversity and inclusion; and challenging discrimination	I
	4. Take accountability and hold others to account	I

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.

How to apply

If you would like to discuss the job before applying, contact Karen Arrowsmith, Workplace Wellbeing and Training Lead on karrenarrowsmith@lancashiremind.org.uk

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website www.lancashiremind.org.uk/recruitment or requested by emailing admin@lancashiremind.org.uk

The deadline for applications is midnight Friday 5th June 2026.

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](#). Once submitted, you will receive an automated email thanking you for your application. If you do not receive this, please contact recruitment@lancashiremind.org.uk.

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 Tuesday 23rd June 2026 so please keep this date free as alternatives can't be offered. Successful candidates will be notified no later than Tuesday 16th June. Interviews will be held in-person at **Lancashire Mind offices, Unit 7 Balfour Court, Leyland PR25 2TF.**

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.
- 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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Registered Company Number 3888655