

Picture ID: The Switchboard logo.
Beneath the word Switchboard it reads connecting you to LGBTQ support.
There are nine coloured circles as the logo.

Training & Inclusion Manager

Dear Applicant,

Thank you for your interest in the position of **Training & Inclusion Manager** at Switchboard.

In 2020 we celebrated our 45th birthday, and this landmark makes Switchboard the longest-running LGBTQ organisation in Brighton and Hove. This an important and exciting time to be joining the charity, and our vital work has never been more needed.

We are looking for an experienced facilitator with a passion for LGBTQ issues and the ability to bring people on a journey to understanding how they can improve inclusion, wherever or whoever they may be.

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations. Switchboard's dedicated staff team run a number of services that offer information and support, for LGBTQ communities.

This brand new role is part of our Health & Inclusion Project, and is all about building relationships with other organisations and supporting clients to improve their inclusion knowledge and practice in an intersectional way, but with a focus on our expertise – LGBTQ communities. This role will involve building up a network of clients, designing and delivering a range of training packages, and supporting a pool of lived experience trainers and facilitators to be part of the work at every stage. We need someone with the interpersonal skills to build trusting relationships, and the organizational skills to manage multiple clients from a wide range of organisations.

If you are interested in applying, please read the application pack and return an application form to us **by 5pm on Tuesday November 30th 2021**.

For your information, interviews for this post will be held on **Wednesday December 8th 2021**.

Please return your application to: Jacob.Bayliss@Switchboard.org.uk
You can also contact this address with questions about the role.

With best wishes,

Jacob Bayliss (he/him)
Chief Executive Office

Follow us [@LGBTSwitchboard](#)
Donate or fundraise at [Virgin Money Giving](#)
Sign up to our monthly [newsletter](#)

Application Pack Contents:

Job Description.....	Page 2
Person Specification	Page 4
Glossary of Terms	Page 6
About Switchboard	Page 6

Job Description

Title:	Training & Inclusion Manager
Reports to:	CEO
Remuneration:	£27,000 per annum (FTE)
Hours:	37 hours per week (full time)
Based:	The post holder will be based at Switchboard in Brighton. Travel may be required and there may be some home working in line with Covid-19 restrictions.
Terms:	12 month fixed term contract, with extension subject to funding. Annual leave entitlement is based at 25 days FTE, plus additional Christmas closure days and paid bank holidays.

Summary of the Post:

Switchboard's Health Inclusion Project has been amplifying the voices of LGBTQ people across Sussex for over 10 years. As well as consulting and producing important reports and data to influence change, the project has helped Switchboard to set our priorities according to what our communities need. For many years, LGBTQ people have had poorer experiences and outcomes in a wide range of services – from health to housing, and from retail to sport and leisure. Because of this, Switchboard has developed a popular training offer that aims to improve the lives of LGBTQ staff and customers, clients or patients.

We now want to invest in our training offer and we are looking for an individual who can develop our training so it is the best it can possibly be, build up a client base across the region, from community groups to corporate businesses, and who can safeguard the future of Switchboard services by providing a valuable income stream for the future.

If you are passionate about LGBTQ issues, knowledgeable about inclusion, and have a demonstrable background in training or education we would love to hear from you.

PLEASE NOTE

Further to this, we recognise that Black and non-black people of colour are under-represented in our team and we actively encourage applications from people from these under-represented groups. We value lived experience and unpaid work and labour in our recruitment processes.

We warmly welcome applications from the trans, non-binary, intersex and gender-variant community. All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders and all LGBTQ sexual orientations. All employees and ambassadors of Switchboard are expected to represent these values in their work.

Key Duties:

Develop and deliver workshops and training modules on LGBT diversity and inclusion:

- Ensure our existing offer is delivered at a consistently high quality
- Develop new training in areas where clients need support, or where inequalities are identified
- Ensure we remain an expert voice, with up to date knowledge and resources around all areas of LGBTQ inclusion
- Develop our offer in creative new directions – considering what formats, packages, and frameworks will deliver the most impact for our clients

Recruit, develop and involve a pool of freelance co-facilitators with lived experience of the issues we train around.

- Maintain an active network of trainers and facilitators who are able to deliver Switchboard modules
- Ensure marginalized voices are represented in our training material
- Support new trainers to participate in ways that feel safe and meaningful to them
- Work closely with the health and inclusion project team to ensure training is coproduced with communities we speak about

Develop and maintain relationships with a portfolio of training clients:

- Promote our offer to a range of sectors, identifying opportunities to engage new clients
- Develop tools to support clients to identify areas for growth, engage with LGBTQ staff, and measure success
- Identify issues and recommend solutions for clients, and support them on a journey to develop more inclusive environments
- Support and empower clients to continue learning, celebrate successes and remain connected and invested in their work and development

Support the wider work of the Switchboard team.

- Ensure the whole Switchboard team understands the training offer, and that trainers are able to talk about all the work of Switchboard.
- Attend internal meetings, sharing your experiences and knowledge with the wider team
- Attend external events on behalf of Switchboard

PERSON SPECIFICATION:

Applications will be judged according to the job description and person specification. Please make sure that you respond to every section in the person specification on your application form.

KNOWLEDGE AND UNDERSTANDING

1	Knowledge of equality, diversity and inclusion issues, law and best practice, particularly with regards to LGBTQ issues
2	Knowledge of the specific intersectional needs and experiences of LGBTQ people
3	Knowledge of training or facilitation tools and frameworks

EXPERIENCE

1	Experience of writing and delivering training or workshops
2	Experience of communicating with people from different backgrounds with different levels of knowledge
3	Experience of influencing and persuading, building consensus or buy in
4	Experience of customer service, sales or income generation (desirable)

SKILLS AND ABILITIES

1	Excellent written and verbal communication skills
2	Professional and influential whether online, on the phone or face to face
3	Confident, clear and diplomatic when delivering training or workshops
4	Ability to multi-task, work to deadlines, manage administration and multiple relationships
5	Resilient and persistent – ability to work with integrity and flexibility

GLOSSARY OF TERMS:

A **disability** is a health condition which makes it more difficult to do certain activities. A disability can be visible or invisible, meaning other people may not know that you have a disability unless you tell them. We are inclusive of individuals who are neurodivergent and those with mental health issues.

Neurodivergent means that your brain works in a way that is different to what is typical in society. Conditions such as bipolar and personality 'disorders' can be included in this too as well as autism, ADHD and many more.

LGBTQ in this instance, refers to lesbian, gay, bisexual, transgender, queer, intersex, asexual, pansexual and more identities. It may refer to anyone who is not heterosexual or cisgender. In this instance, transgender (trans) includes all non-cisgender (cis) identities such as non-binary, genderfluid, genderqueer, agender, genderless, two-spirit and many more.

ABOUT US

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations.

Our vision is for an inclusive and diverse society where all LGBTQ people can realise their own unique potential

Our mission as a charity run by and for LGBTQ people working to understand and respond to the needs of all LGBT communities. We do this by;

- **Listening** to the needs, worries and concerns of individuals,
- **Informing** individuals of what support is available and making the connections as well as informing policy makers about LGBTQ inequalities
- **Developing** new services, only when we have established a gap and ideally in partnership with others.

Our values:

- Supportive
- Friendly
- Inclusive
- Professional
- Passionate

WHY WORK FOR US?

- Flexi-time and flexible working
- Over 33 days of annual leave (FTE, including bank holidays) plus Christmas closure days
- 3% Pension Contribution
- Cycle to Work Scheme
- Relaxed dress code
- Paid for Flu Jabs
- Paid for Eye Tests
- Staff socials and away days
- Office 'buddy' scheme for new starters
- Staff wellbeing offer (including external supervision, support to access counselling, and app subscriptions such as Headspace)
- City centre office location
- A personal training budget & development plans based on your needs & aspirations
- Opportunities for progression in a growing organisation

OUR SERVICES

Our current services include:

- **Helpline:** a supportive, non-judgemental, confidential space run by trained volunteers who listen, inform and support - via a telephone helpline service plus email and web chat support.
- **Older LGBTQ Project:** social and support drop-ins, trips, training, consultancy and other activities, to reduce isolation and increase well-being.
- **Health & Inclusion Project (HIP):** engages the LGBTQ community in health and wellbeing issues, and gives them the opportunity to have a say about the issues that matter to them.
- **LGBTQ Disability & Neurodiversity Project:** creating safe, confidential spaces across the city for LGBTQ disabled people to meet monthly and socialise. We work with the group to prompt LGBTQ venues to become more disability-aware and inclusive.
- **Rainbow Café:** a regular meet-up for LGBTQ people living with dementia or concerned about memory loss. Friends, loved ones and carers are welcome.
- **Trans Link Project:** a social prescribing project that aims to link trans and/or non-binary individuals into health and wellbeing activities across the City.
- **LGBTQ Inclusion Award:** a training and consultancy award programme to support services in creating inclusive and affirmative environments for LGBTQ patients, clients, or customers.
- **LGBTQ Domestic Abuse Service:** a new domestic abuse service for LGBTQ survivors and victims in Brighton & Hove.