

# GRASSROOTS SUICIDE PREVENTION

## Job Description for the role of Training Operations and Project Manager

<b>Location:</b>	Remote (UK only) or Hybrid (Brighton/Sussex)
<b>Salary:</b>	£35,787 (pro rata), 4 days £28,629.60 (actual) plus statutory pension contributions
<b>Hours:</b>	Part-time, 30 hours a week
<b>Contract:</b>	12 month contract, with the intention to renew if the role makes a positive impact
<b>Start:</b>	As soon as possible

### Who we are:

Grassroots Suicide Prevention (GSP) is a national charity committed to the timely intervention and prevention of suicide. We work to empower people to help save lives through connecting, educating, and campaigning nationally. Our vision is a future where more lives are saved from suicide.

### About the role:

We are seeking a highly organised and driven Project and Operations Manager to help streamline processes, deliver key initiatives, and support our continued growth in our Training team. In this role, you will bring together complex communications, requests, and ideas, translating them into clear plans, structured workflows, and effective processes that ensure the successful delivery of multiple projects.

You will combine strong planning and organisational expertise with a practical, hands-on approach to implementation. Comfortable managing competing priorities, you will remain flexible and adaptable, responding effectively to unforeseen challenges while keeping projects on track.

Your excellent communication skills will set you apart. You will be an active listener who can clearly convey ideas, build alignment, and confidently influence colleagues, stakeholders, and external partners. With a strong business mindset and a passion for operational excellence, you will play a key role in ensuring both projects and day-to-day operations run smoothly.

This is a highly rewarding role with significant real-world impact. Candidates should demonstrate resilience, as the role involves remote working, engaging with complex subject matter, operating in a fast-paced environment, and managing multiple priorities. You will also be responsible for overseeing the simultaneous delivery of multiple training courses, requiring flexibility, strong organisation, and the ability to multitask effectively.

You will be working in close collaboration and guided by the Training Manager and senior leadership staff.

Your welfare is the utmost priority; before applying, please consider carefully whether the demands and requirements of the role and subject matter could impact your wellbeing.

**Main Duties and Responsibilities:**

- Lead the project management of all training programmes and services, ensuring effective planning, coordination, delivery, evaluation, and reporting

- Provide day-to-day coordination and effective leadership, including clear direction and support to the training team (currently three reports)
- Oversee all aspects of contract delivery, including project planning, timelines, budget management, communications, and reporting to clients, partners and internal teams
- Manage and maintain updates of a training calendar identifying activity, allocating trainers to training courses to ensure quality delivery of courses
- Working with managers and team in Training, oversee the Assistant Trainers (freelance trainers) communications, allocations, contracts, feedback and allocation of work
- Build, develop, and maintain strong relationships with external partners and clients, ensuring all interactions reflect the strategic direction and protect the reputation of the charity
- Work collaboratively with internal and external stakeholders, using strong negotiation and influencing skills to ensure projects are delivered on time, within budget, and to a high standard
- Monitor and report on project progress and performance, ensuring the efficient and effective delivery of all training activities and identifying and raising risks or issues early
- Working with managers in Finance and Training, set realistic targets, manage budgets, cross-checking invoices, and capacity, and track project performance against agreed KPIs
- Support quality assurance across training programmes, including accreditation requirements, reviewing and proofreading materials, adherence to brand, copyright and maintaining high standards of training materials

- Working with managers in Marketing and Training. oversee and provide reports on training evaluation data and feedback to identify trends, risks, and opportunities for improvement
- Working collaboratively with the Marketing team to ensure a consistent flow of content to promote the courses, such as upcoming training, feedback quotes and data, website updates, training videos and raising courses that align with campaigns
- Working with managers in Communications, implement improvements to systems, processes, and workflows to enhance operational efficiency and the client experience from initial enquiry through to evaluation
- Support the growth of the organisation's training offer by identifying and assessing opportunities for new partnerships, services, and income generation
- Maintain oversight of the effective and consistent use of operational systems and platforms across the team (such as Salesforce, Eventbrite, SurveyMonkey, Monday.com), recommending improvements where appropriate
- Working across the training team, ensure activities comply with relevant policies and regulations, including health and safety, safeguarding, suicide prevention, and ethical standards
- Undertake additional duties as required to improve the function of the Training team, as directed by your line manager.

**To succeed and thrive in this role, you will be:**

- Confident, adaptable, and highly organised, with exceptional attention to detail
- Eager to learn and develop, welcoming guidance and feedback from senior managers to continually improve
- Hands-on and comfortable engaging with operational detail, while maintaining a strategic mindset
- Proactive and solutions-focused, able to suggest improvements and independently resolve challenges when needed
- Able to prioritise your own workload and that of your team
- Reliable in meeting deadlines and maintaining consistently high standards of work
- Skilled at communicating tasks clearly to project teams effectively and efficiently, with the ability to adapt communication styles to suit a range of audiences
- Comfortable working in a fast-paced training delivery environment, able to prioritise effectively and manage multiple responsibilities
- Ability to work independently and collaboratively adapting to rapidly changing needs and working flexibly across multiple projects
- Self-motivated and capable of working independently and remotely, while also contributing positively as part of a team

- Willing to act as a brand ambassador and consider and raise any risks to the charity's reputation and profile within Training activity
- Represent Grassroots Suicide Prevention on external groups and promote our services and expertise
- Willingness to travel occasionally if required
- Passionate about your part in delivering high-quality online and in-person training courses that help save lives.

**Essential Skills and Experience:**

- A recognised project management qualification or equivalent practical experience
- Proven experience managing multiple projects simultaneously, delivering them from initiation through to completion across cross-functional teams
- Strong ability to analyse quantitative and qualitative data, identify risks, and recognise emerging trends to inform decision-making
- Experience writing high-quality reports for clients, clearly demonstrating project progress, outcomes, and impact
- Demonstrated ability to lead, manage, and motivate teams, fostering collaboration and high performance
- Highly self-motivated and resilient, with the ability to work effectively in a remote or distributed environment

- Evidence of developing and improving processes and procedures to increase organisational efficiency and effectiveness
- Advanced working knowledge of Microsoft Office, Microsoft Teams, Zoom, CRM systems, and email marketing platforms
- Proven experience building and maintaining strong relationships with colleagues, clients, and key stakeholders
- Strong negotiation, influencing, and diplomacy skills, with a track record of achieving positive outcomes, including growing client engagement
- Experience representing and communicating with senior stakeholders and decision-makers internally and externally
- Experience in operational, financial, and business planning, including budget management and monitoring
- Understanding of accessible communications, brand consistency, key messaging, and reputation management
- Commitment to safeguarding, confidentiality, and ethical practice.

**Desirable Skills and Experience:**

- Project management experience within teaching and learning environments, including e-learning development or delivery
- Understanding of quality assurance processes, including reviewing and maintaining training or educational materials

- Experience using AI tools responsibly and effectively, with awareness of both the opportunities and potential risks
- Experience working in the non-profit or charitable sector
- Experience collaborating with a diverse range of clients, such as non-profit organisations, county councils, corporate organisations, and the Civil Service
- Knowledge or experience in health and social care, mental health, or suicide prevention
- Experience with design principles and accessibility in communications, ensuring materials are inclusive and user-friendly
- Familiarity with platforms such as Eventbrite, Salesforce, SurveyMonkey, Mailchimp
- Awareness of marketing and promoting training courses
- Experience conducting competitor research and analysing data to inform improvements and decision-making.

### **Why Grassroots Suicide Prevention:**

GSP is committed to promoting a diverse and inclusive community and workplace - a place where we can all be ourselves, and each have the equal opportunity to succeed and be recognised for our unique contribution. We value the experiences, skills and perspectives of all individuals and actively encourage applications from people with diverse backgrounds. We make recruitment decisions based on applicants' skills, experience, and knowledge, ensuring all applicants are treated fairly.

**Our employee benefits include:**

- Hybrid/Flexible working – we offer our team a split of home and office working, or fully remote working in some roles
- Health Cash Plan and employee assistant programme offering a contribution to the costs of everyday healthcare needs (dental, optical, wellbeing) and counselling support, plus legal and financial support
- Learning and development opportunities
- A creative, friendly and collaborative culture.

**Applications will be considered only this way:**

This is a key role in the charity, and the recruitment process may involve multiple stages. For stage one, please submit your CV and a cover letter highlighting your skills, experience, and examples of impact and success. Please ensure your application is entirely your own work and do not use AI to generate it.

Send to [joanna@prevent-suicide.org.uk](mailto:joanna@prevent-suicide.org.uk) - Please note that we are looking for a start as soon as possible, so the selection process begins immediately and will close when we fill the post with the right person.

GSP is in a period of transition and development, and the post holder should be aware that their Job Description and line management may evolve to meet the future needs of the charity.