



Job Description: Courses Team Leader

Hours: Minimum 7 hours up to 35 hours a week

Location: Flexible - home working or Wandsworth office. Some travel required

Reports to: Services Manager

Line manages: Courses Coordinator/s (up to four)

Purpose of the role:

Back Up courses are a vital part of what we do and have been transforming lives for almost 30 years. You will play a critical role in making this fantastic service work as well as supporting the wider team.

Working as part of a small team, you will oversee the delivery of our regular calendar of impactful in person and online courses. You will provide excellent line management support to the courses coordinators; whilst working with the Services Manager and the wider team on the ongoing development of this key service.

Values:

All roles at Back Up should reflect our core values:

We embrace challenge:

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

We have fun:

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

We build inclusive communities:

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

We are ambitious for each other:

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

SPECIFIC RESPONSIBILITIES:

Line Management

- Provide excellent line management support to the team within the postholders remit.
- Follow Back Up's performance management procedures to support staff to thrive and achieve in their roles.
- Identify and pursue development opportunities for self and staff to establish a culture of continuous improvement.

Preparation for Courses

- Coordinating recruitment of spinal cord injured participants and volunteers and marketing for courses
- Acknowledging applications, allocating places, sending out course information and ensuring we receive all paperwork from participants and volunteers
- Handling queries from and checking in with participants, buddies and care team volunteers to chase paperwork, help them to feel at ease and safe with the journey to and from courses
- Handling general queries regarding courses
- Compiling summaries of relevant information for group leaders / wheelchair skills trainers / care team members and activity providers
- Carrying out pre-course calls with buddies and care team volunteers, picking up final pre-course calls with participants not completed by Outreach and Support co-ordinators
- Compiling course donation information for course participants and volunteers for the fundraising team to follow up on.
- Follow up with participants 6 months after courses to understand ongoing impact and assess any further support needs
- To support the wider team in planning, booking and organising logistics of courses

Follow-up from courses

- Sending out welcome back letters and online surveys to each group member along with small thank you gifts/cards to volunteers.
- Organising all relevant information for the outreach & support coordinators to make post-course calls to spinal cord injured participants
- Carrying out post-course calls with buddies and care team volunteers
- Collating all feedback and organising follow-up actions where necessary

Volunteering enquiries & support

- Recruitment and training/induction of buddies, care team volunteers and other volunteers who support service delivery
- First port of contact for general volunteering enquiries, ensuring a prompt and helpful follow-up to potential volunteers. Coordinating and managing administration volunteers in the team.

General administration and development

- Input into planning and improving systems for courses
- Working alongside the fundraising teams to identify opportunities to generate income through sponsorship or donations
- Other duties as required by the Services Manager or Head of Services

PERSON SPECIFICATION:

Essential:

- Ability to support, motivate and inspire people to get involved
- Excellent administration skills with experience of setting up or improving administrative systems
- Excellent communication skills in person, in writing and on the telephone
- Respect for others, for confidentiality and able to treat people equally
- Highly organised: able to manage multiple tasks, conflicting priorities, and work under pressure to deadlines and targets
- Able to work on own initiative and as part of a team
- Excellent IT skills; confident with Microsoft Office
- Flexible: willing to work occasional weekends / evenings and travel, with occasional overnight stays

Desirable:

- Lived experience of spinal cord injury
- Some administrative experience
- Some line management/supervisory experience
- Experience of working with volunteers
- Knowledge of databases
- Experience of Back Up courses or similar elsewhere

We welcome applications from everyone and encourage people from Black, Asian or other ethnically diverse backgrounds, as well as those with higher level spinal cord injuries, to apply. We're committed to building a diverse and inclusive team where everyone feels valued and supported.