

## Progression and Training Manager

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| <b>Job title:</b> Progression and Training Manager                                               | <b>Team:</b> Learning and Training Service                                                |
| <b>Accountable to:</b> Head of Learning & Training                                               | <b>Line managing:</b> 2x Progression Coach, 1x Garden Co-ordinator, Volunteers & Trainees |
| <b>Salary:</b> £38, 263<br><b>Pension:</b> Auto enrolment from day one into the People's Pension | <b>Hours:</b> 35 hours a week                                                             |
| <b>Disclosure:</b> Basic DBS                                                                     | <b>Contract:</b> Permanent                                                                |

### About Providence Row

Providence Row works with people experiencing homelessness and insecure housing in East London. We provide integrated support across crisis intervention, advice, health, substance use, volunteering, learning and training.

Our work is grounded in compassion, respect, inclusiveness, empowerment and justice. We aim to ensure that people can access the support and opportunities they need to build greater safety, stability and independence.

### About the Progression & Training Service

The Progression & Training Service supports clients to identify and take practical steps towards learning, volunteering, training and employment. Through one-to-one coaching, group learning, digital inclusion, vocational training and partnerships with external organisations, the service helps clients build skills, confidence and access to meaningful progression opportunities.

The service works closely with Providence Row's wider teams, including Catering Training, Gardening, Volunteering, Health Inclusion and Advice and Support, to provide coordinated pathways that reflect each client's goals, strengths and circumstances.

### Role purpose

The Progression & Training Manager is responsible for the leadership, quality, performance and development of the service.

The postholder will lead the team, oversee client progression pathways, maintain strong partnerships and ensure that the service delivers high-quality, trauma-informed and strengths-based support. They will also be responsible for performance monitoring, reporting, safeguarding, service improvement and the effective use of resources.

### Key Responsibilities

#### 1. Service leadership and people management

- Lead the day-to-day delivery and development of the Progression & Training Service.

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- Translate organisational priorities and funding requirements into clear service plans, team objectives and individual responsibilities.
- Line manage and develop staff through clear objectives, supervision, coaching, mentoring and reflective practice, addressing performance, conduct, attendance and wellbeing concerns appropriately.
- Maintain effective staffing, workload allocation and service continuity arrangements.
- Create a team culture that combines compassion, reflective practice, clear standards and accountability.
- Contribute to the wider leadership and integration of Learning & Training Services.

## **2. Client support and service quality**

- Ensure clients receive accessible, trauma-informed and strengths-based support towards learning, volunteering, training and employment.
- Oversee assessment, action planning, casework, group provision and the review of client progress.
- Ensure support reflects client choice, readiness, changing circumstances and appropriate professional boundaries.
- Maintain oversight of caseloads and the quality of client records and interventions.
- Ensure clients are connected effectively with relevant Providence Row services and external support.
- Retain appropriate direct involvement in practice to maintain an informed understanding of client experience and service quality.

## **3. Learning, progression and employment pathways**

- Lead the design, delivery and review of employability, digital inclusion, vocational and personal-development programmes, ensuring they remain responsive to client needs and organisational priorities.
- Develop coherent pathways that support clients to make meaningful and sustainable progress towards greater independence, learning, accredited training, volunteering and employment.
- Work with Catering, Gardening and Volunteering colleagues to strengthen internal progression opportunities.
- Build relationships with employers, training providers and other partners that create meaningful opportunities for clients.
- Ensure external placements and opportunities are accessible, safe, appropriately supported and aligned with client goals.
- Develop new programmes, partnerships and progression opportunities in response to emerging client need, evidence and changes in the external environment.

## **4. Performance, data and reporting**

- Take responsibility for service performance against agreed objectives, outcomes and funding requirements.
- Ensure client records and service data are accurate, complete and updated within required timescales.
- Analyse performance trends across referrals, engagement, participation, progression and outcomes, identifying barriers to delivery and implementing improvements where required.
- Use data, client feedback and professional insight to evaluate quality and inform operational decisions.

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- Produce accurate and timely reports for funders, commissioners, senior leaders and trustees.
- Ensure reported outcomes are supported by appropriate evidence and that reporting deadlines are met.

### 5. Safeguarding, risk and operational compliance

- Promote a strong safeguarding and safe-working culture across the service.
- Ensure safeguarding concerns, risks and incidents are identified, recorded, managed and escalated appropriately.
- Maintain oversight of risk assessments relating to clients, activities, placements, volunteers and external partners.
- Ensure compliance with relevant policies relating to confidentiality, data protection, information sharing, lone working and health and safety.
- Support staff to apply sound professional judgement and balance positive risk-taking with duty-of-care responsibilities.
- Escalate significant operational, safeguarding or reputational risks promptly.

### 6. Service development, partnerships and resources

- Lead annual service planning, quality assurance and continuous improvement, using evidence, client feedback and lived experience to identify service gaps, strengthen pathways and evaluate new approaches.
- Support Providence Row's exploration of the Matrix Standard and, if agreed, lead preparations for accreditation, including reviewing practice, gathering evidence and implementing improvements.
- Identify and develop strategic relationships with internal teams, statutory services, voluntary organisations, funders, employers and community partners that strengthen service quality and increase opportunities for clients.
- Work with Fundraising, Communications, Volunteering and Corporate Partnerships colleagues to develop appropriate learning, volunteering and employment opportunities and promote the service effectively.
- Represent Providence Row professionally with funders, partners and external stakeholders, promoting the service and identifying opportunities for collaboration.
- Manage the service budget and resources effectively, including accurate monitoring and forecasting.
- Contribute to funding applications, service reviews and wider organisational development.

### Person specification

| Experience                                                                                                                   |           |
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| 1. Experience of managing or supervising staff within an employability, learning, training, volunteering or related service. | Essential |
| 2. Experience of supporting people experiencing homelessness, multiple disadvantage or significant barriers to progression.  | Essential |

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| 3. Experience of managing service delivery against agreed outcomes, deadlines and reporting requirements.  | Essential |
| 4. Experience of developing and delivering employability, learning or progression activity.                | Essential |
| 5. Experience of safeguarding, risk management and working with complex client needs.                      | Essential |
| 6. Experience of developing effective partnerships with external organisations.                            | Essential |
| 7. Experience of using data and client information to monitor performance and improve services.            | Essential |
| 8. Experience of working in homelessness services.                                                         | Desirable |
| 9. Experience of accredited learning, vocational qualifications or employer engagement.                    | Desirable |
| 10. Experience of managing volunteers or peer mentors.                                                     | Desirable |
| 11. Experience of managing a budget or contributing to funding reports.                                    | Desirable |
| 12. Experience of working with a quality standard or accreditation framework, such as the Matrix Standard. | Desirable |
| 13. Experience of using Inform, Salesforce or a similar client-management system.                          | Desirable |
| <b>Knowledge and Skills</b>                                                                                |           |
| 14. Strong understanding of trauma-informed, strengths-based and inclusive practice.                       | Essential |
| 15. Knowledge of safeguarding, professional boundaries, confidentiality and information sharing.           | Essential |
| 16. Ability to lead, support and hold a team accountable.                                                  | Essential |
| 17. Ability to plan, prioritise and manage competing operational demands.                                  | Essential |
| 18. Ability to analyse information and produce clear, accurate reports.                                    | Essential |
| 19. Ability to communicate effectively with clients, colleagues, funders and partners.                     | Essential |
| 20. Ability to identify service gaps and implement practical improvements.                                 | Essential |
| 21. Strong IT, organisational and time-management skills.                                                  | Essential |

The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and as such it describes the main elements of the role only.

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