Training Support Officer
Job Description

Hours: Part-time 18.5 to 22.5 hours per week to be agreed with successful candidate.
Salary: £27,000-£30,000 FTE, pro rata.
Appointments are typically made at the entry point of the salary band, depending on skills, qualifications, and relevant experience.
Location: Home-based, with attendance at team meetings in Central Birmingham (Typically 3 times annually).
Reports to: Volunteer & Reader Support Manager
Responsible for: No direct staff reports but the role has responsibility for the oversight of freelance trainers and related activities delivered by national volunteers.

Read Easy UK is a rapidly growing national charity that provides one-to-one volunteer reading coaches for adults who struggle with reading. This service is provided through an expanding network of locally run volunteer Read Easy groups in various parts of the country, which are set up and supported by Read Easy UK.

We are now looking for someone to join the team as our Training Support Officer working up to 3 days per week/22.5 hours-specific hours/days to be agreed (The organisation operates remotely with meetings in Central Birmingham , typically 3 x per year.

Every coach trained by Read Easy has the potential to transform an adult's confidence, independence and opportunities. This role plays a vital part in making that happen.

Last year Read Easy supported 1,844 adults through our network of volunteer groups and trained volunteer coaches. As we continue to grow, we're looking for talented people who share our belief that everyone deserves the opportunity to read confidently and independently.

Additional information about Read Easy can be found by reading our strategy.

Our Strategy - Read Easy

Role purpose

Reporting to the Volunteer and Reader Support Manager you will take ownership of the administration and coordination of Read Easy UK's coach training programme, working closely with freelance trainers, volunteers and colleagues across the organisation.

The Training Support Officer plays a key role in ensuring volunteers receive a high-quality experience throughout their training journey. Responsible for the smooth day-to-day administration of our training programme, the postholder will be the first point of contact for training-related enquiries, coordinate training delivery, maintain systems and records, and identify opportunities to improve processes and support volunteer engagement.

The role offers opportunities to contribute to the development and continuous improvement of our training systems, processes and volunteer journey.

This is an ideal role for someone who enjoys combining excellent administration with people-focused support and who takes satisfaction from helping others succeed.

Who are we looking for?

We're looking for someone who enjoys creating order, building relationships and delivering excellent service. You'll be proactive, organised and solutions-focused, taking pride in ensuring volunteers and Readers receive an outstanding experience.

Key responsibilities

You will take ownership of the administration and coordination of Read Easy UK's training programme. There may be scope for development in the role in relation to our evolving and growing online coaching programme administration, depending on the successful candidate's experience.

The responsibilities below represent the role's regular activities. However, as a mission-driven organisation, we value flexibility, initiative and teamwork. The successful candidate will be happy to take on a variety of additional tasks and projects, that contribute to the success of Read Easy and the people we support.

- Coordinate the end-to-end administration of training programmes, ensuring records, bookings, resourcing and communications are accurate and up to date.
- Oversee and forecast the demand for coach training to ensure availability and liaising with freelance trainers to ensure adequate availability of coach training and that sessions meet minimum attendance numbers
- Take responsibility for arranging monthly review meetings with our freelance trainers where they review delivery and highlight any changes to process or improvements to materials, with a responsibility for following up on any actions and making updates.
- Manage the online booking system ensuring volunteers receive relevant joining instructions and that any changes are clearly communicated in a timely fashion.
- Ensure volunteers have timely access to, resources and learning platforms (e.g. TTRS and Turning Pages Digital)
- Act as the first point of contact for all training-related enquiries, providing responsive and high-quality support to volunteers, groups and freelance trainers.
- Take responsibility for the approval of invoices from freelance trainers and submission of cancellations for refunds within agreed policy
- Support with the administrative updating of training materials and resources and associated handbooks.
- Support the development of new processes for online Reading Coach & Coordinator recruitment, onboarding and training, helping to shape and embed activity as the online programme grows.
- Responsible for a minimum of one national volunteer as applicable (Central Referrals Volunteer TBC)
- Act as the lead contact with external partners such as TTRS and Shannon Trust regarding Turning Pages digital and on-going development and implementation for online coaches.
- Maintain and develop reports to monitor training completion, following up where training is incomplete.

- Constantly seeking ways to improve and develop the training administration processs.
- a willingness to take a reasonable ‘turn’ answering Read Easy’s general phone line.
- Develop and maintain reports relating to the Reading Coach Training programme as required.
- Provide telephone cover and/or general administrative support during absences or busy periods to our Central Administration and/or Volunteer Support activities

General

- Undertake other duties and projects reasonably required by the organisation

Essential candidate criteria

- At least two years’ relevant experience in a busy administrative, programme support or operations support role where you have taken ownership of processes, systems and stakeholder communications.
- Excellent computer literacy and experience in the use of Microsoft programmes, plus willingness to learn new IT skills, when necessary, e.g., bespoke training system software.
- Excellent communication skills, written and spoken, a good telephone manner and ability to adapt your style to suit different audiences and situations.
- Strong organisational skills, including an ability to create and use systems.
- Demonstrable ability to analyse and communicate complex and nuanced issues.
- Excellent attention to detail, including a good level of written English.
- Ability to work on your own initiative and as part of a team.
- An understanding of, and enthusiasm for, the vital contribution volunteers make.
- Resilient, flexible and approachable, with the ability to remain calm under pressure, manage competing demands and take a hands-on approach to supporting the wider team when required.
- Lives within approximately an hour’s travel to Birmingham for team meetings (Typically 3 times annually).

Desirable candidate criteria

- Experience of managing external freelancers, service providers, and service delivery
- Experience of supporting or delivering successful online training programmes?
- Experience of managing online booking systems
- Advanced Excel skills e.g., using pivot tables, performing general calculations using formulae, creating charts and graphs to produce reports and manage processes.

We expect all our colleagues to:

- Develop a strong understanding of Read Easy UK's structure, services and ways of working at both national and local level.

- Operate in accordance with Read Easy's values.
- Work collaboratively with colleagues, volunteers and external stakeholders to support the charity's objectives.
- Handle information confidentially and in accordance with organisational policies and data protection requirements.
- Undertake four weeks' induction which includes learning how Read Easy works at local and national level, and completion of mandatory training modules via our Learning and Management System (LMS) relevant to their role e.g. Data Protection, Health and Safety.
- Commit to on-going learning and development via regular whole team development opportunities across the year, including additional skills modules available via our LMS as required.
- Champion Read Easy UK's commitment to equality, diversity, inclusion and belonging.

Benefits

- Annual Salary £27,000-£30,000 (FTE) Appointments are typically made at the entry point of the salary band, depending on skills, qualifications, and relevant experience.
- Pension: Above statutory - 4% employer on all earnings (5% employee contribution).
- 25 days holiday plus bank holidays and non-contractual Christmas closing (up to 3 days) and 2 days volunteering leave – pro-rata for part-time roles.
- Company sick pay to financially support you when you are unwell (above statutory upon completion of probationary period).
- Support when extending your family – company parental and adoption pay (above statutory after 12 months service).
- Access to RewardHub – which gives retail discounts and has a 'Wellbeing Centre' with tools, tips, recipes, workout videos and guides which will help you to reach your own wellbeing goals.
- A collaborative, creative and inspiring working environment full of committed and passionate employees and inspirational volunteers.

To apply

To apply, please download this application template to help you prepare your application. You will also find the link to the online application form within the template.

The closing date for this post is the 23:59 on 11th November 2026.

Should you be shortlisted the first round of interviews will take place via Teams on Tuesday 17th November with interviews in person the following week in Central Birmingham.