Be Well

EDUCATION | LEARNING | DEVELOPMENT

About Be Well Learning

Founded in 2019, based at Joy Building, Birkenhead, Wirral. Joy is an innovative, coming together of progressive change makers in health and wellbeing in Wirral, Merseyside. Joy makers work to a health by stealth model, whereby wellbeing services sit within an environment of parties, events, exhibitions, vibrancy, energy and Joy.

Our vision is to create a training organisation that not only shares knowledge but also empowers individuals to act confidently in mental health interventions, while promoting inclusivity and equality across all sectors.

We specialise in delivering high-quality training and consultancy services in areas such as mental health awareness, mental health first aid, suicide awareness and prevention, learning disability awareness, autism awareness and physical first aid.

As an approved NHS England training provider, we deliver the Oliver McGowan Mandatory Training on Learning Disability and Autism (Tier 1 and Tier 2) and train facilitators and co-trainers with lived experience to deliver these courses.

Our mission is simple yet powerful: **"To save lives and reduce health inequalities by creating training programmes that are memorable and accessible."** This commitment drives our work to reduce stigma and discrimination around mental health and neurodiversity, support organisations in meeting diverse needs, and co-produce training with experts who have lived experience.

Since the inception of the Oliver McGowan Mandatory Training Programme, Be Well Learning has played a key role in its national rollout across Health and Social Care sectors.

To date, we have helped thousands of professionals gain the knowledge and confidence to provide better support and care for individuals with mental ill health, learning disabilities, and autistic people—ultimately improving outcomes and reducing health inequalities.

Job description

Job title:	Training Coordinator
Reports to:	Operations Manager
Location:	Joy Building, 2 Cleveland Street, Birkenhead, Wirral, CH41 6ND
Duration:	Permanent*
Hours:	Full-time, 1FTE – 37.5 hours
Salary:	£25,500 – £28,500 per annum

*Dependant on a successful 3-month probationary period, demonstrating Be Well values and excellent execution of responsibilities.

Closing date: Sunday 25th October 2026

Interview date: Monday 16th November 2026

The Training Coordinator plays a key role in supporting the smooth delivery of training activities across the organisation. This role is primarily responsible for coordinating the end-to-end training booking process, ensuring all learning interventions are effectively scheduled, communicated, and tracked to meet organisational needs.

Key Responsibilities:

Training Coordination & Administration

- Coordinate the training booking process including scheduling meetings, face to face and online training, securing venues, and liaising with trainers
- Manage the support email inbox, responding to queries related to training sessions, availability, and bookings, ensuring all incoming queries are responded to promptly and professionally
- Improve and refine coordination and administration processes, working with the team and other stakeholders
- Prepare and distribute training materials and equipment
- Venue planning to ensure suitability for training sessions
- Send joining instructions, materials and reminders to attendees
- Maintain accurate training records and attendance lists
- Create and issue certificates of attendance
- Distribute post-training emails, evaluation forms and collate feedback to support continuous improvement of training

- Support the Operations Manager in planning, publishing, and promoting training programmes across social media platforms, website and marketing campaigns
- Provide administrative support for ongoing development of training materials, ensuring accuracy, consistency, and timely updates
- Accurately record meeting minutes and maintain clear, concise notes to support effective communication and follow-up actions
- Role model exemplary behaviour in terms of conduct, inclusivity, performance and credibility
- Proactively reflects on personal practice to improve performance
- Take responsibility for raising issues in relation to internal and external practice, performance and safeguarding concerns using appropriate channels
- Attend training courses to ensure a full understanding of the training offer we deliver
- Maintain up-to-date knowledge and understanding in current developments in the fields of mental health, autism and learning disability
- Stay up to date with relevant company policies and procedures to ensure all learning and development activities align with organisational values, standards, and compliance requirements
- Travel as required to complete duties, such as site visits, partnership meetings and administrating attendee paperwork for trainers
- Engage in market research to identify new opportunities, assessing competitor offerings, and proposing tailored approaches to existing courses to meet evolving demands
- Explore new opportunities to raise awareness of programmes offered by Be Well Learning, including attending or exhibiting at events, conferences and trade fairs, and attending networking events and forums

Accessibility Management

- Understand the specific needs of individual learners and training groups prior to the training. Report reasonable adjustments requested and support their implementation
- Develop easy-read documents, including training information

System and Data Management

- Maintain accurate and up-to-date training databases and filing systems
- Ensure the cleanliness and organisation of the team OneDrive area, making sure all files are accurately named, systematically stored and easily accessible
- Handle all client, learner, and organisational data in strict confidence, ensuring compliance with data protection regulations and organisational policies
- Create regular reports on training activity, attendance rates and feedback
- Archive and destroy records in line with data protection policies and contractual obligations
- You will be required to support with internal and external audits as and when they happen

Office & Resource Management

- Ensure sufficient stationery supplies for the smooth running of the office
- Monitor stock levels so that training materials can be ordered as needed
- Ensure the office is consistently well-maintained and meeting spaces are appropriately prepared for scheduled meetings

Relationship Management

- Act as a professional and positive representative of Be Well Learning
- Build and maintain strong relationships with key stakeholders, including clients, learners, and partners across health, social care, commercial, public, and third sectors
- Develop and maintain effective working relationships with the team to promote a unified approach to the Be Well's training offer
- Support clients with 'skills gap analysis': measurement of their organisational skills gaps which shape future training programmes offered by Be Well Learning
- Provide administration and IT support for the wider team for all training programmes, activities and workshops delivered
- You will at all times provide an environment that is conducive to a positive work culture

Person specification

You will be a highly professional, collaborative, role model, representing our five values in all your work-related activities.

Inclusive - We make sure everyone gets the support they need to succeed

Supportive - We help learners at every stage and guide them to what's next

Focused - We work hard to stop stigma, end inequality, and share knowledge

Real - We are honest and genuine in everything we do

Kind - We treat everyone with care and respect

Qualifications:

Essential:

- Level 3 qualification in Learning and Development, Business Administration (or equivalent), or equivalent experience
- GCSE English and Mathematics at grade C or equivalent

Experience, skills and knowledge:

Essential:

- Experience working in learning and development, training coordination, work-based learning, or a related field
- Understanding of types of professional development programmes (CPD, training courses, etc.)
- Experience working with data/database management
- Experience supporting external client relationships
- Experience supporting the delivery of projects, including monitoring progress, coordinating resources, and managing timelines
- Experience of handling multiple priorities and deadlines
- Experience in using communications methods such as email, telephone and Microsoft Teams to manage external and internal stakeholder relationships
- Proficiency with Microsoft Office 365 software (Word, Excel, PowerPoint, Outlook, Teams, SharePoint, OneDrive)
- Strong communication, organisational, and stakeholder management skills, with the ability to manage competing priorities and work effectively in a collaborative environment
- Proactive, adaptable, and committed to continuous learning and improvement
- High level of attention to detail and accuracy
- Ability to work efficiently and calmly when under pressure
- An ability to work autonomously and make effective and timely decisions

Desirable:

- Experience working in a health of social care setting or similar environment
- Experience creating accessible materials (e.g., easy-read formats)
- Ability to use, edit and upload to social media platforms
- Familiarity with email marketing tools and content management systems
- Experience in taking minutes/writing reports
- Experience with supporting event management

Personal Attributes:

- Proactive and self-motivated, with a can-do attitude
- Approachable, professional, and customer-focused
- Willingness to learn and develop within the role
- Trustworthy, discreet and able to maintain confidentiality
- Ability to work as an effective team member
- Positive outlook, energy, focus and enthusiasm

Conditions of Employment

Working Hours

As a full-time member of staff, your normal working week will be 37.5 hours per week. Normal working hours are 8.30am to 5.00pm Monday to Friday. The post-holder will, however, be expected to work flexibly to meet the needs of the operational requirements.

Disclosure and Barring Service Check

All employees are required to undergo a criminal record check before commencing employment. This will be carried out through the Disclosure and Barring Service (DBS). Appointment to the role is conditional upon a satisfactory DBS check being completed.

Benefits

- 25 days pro rata annual leave plus bank holidays
- Be Well operates an annual shutdown over the Christmas and New Year period. You are required to reserve part of your annual holiday entitlement to cover this period. The specific dates of the shutdown will be communicated to you at the start of the annual leave year. These days will be deducted from your overall holiday entitlement
- We believe birthdays are special, and we want our team to enjoy theirs to the fullest. As part of our commitment to employee wellbeing, all staff are entitled to a paid day off on their birthday. It's our way of saying thank you and celebrating you
- We offer a workplace pension through the National Employment Savings Trust (NEST). This is a government-backed scheme designed to help you save for retirement. Contributions are made by both the employee and employer, in line with statutory requirements
- Full induction training provided
- Access to training opportunities funded by Be Well Learning including:
  - Mental Health First Aid training
  - Level 3 Emergency First Aid at Work training
- We invest in your professional development, including qualifications and mentoring
- Performance Development Reviews focused on your learning and progression
- Line Managers trained in Mental Health First Aid
- A supportive and inclusive work environment
- The chance to make a meaningful impact in the fields of learning disability, autism and mental health
- Be Well Learning's office is based at Joy Building, Birkenhead. Joy is an innovative, coming together of progressive change makers in health and wellbeing in Wirral, Merseyside. Joy makers work to a health by stealth model, whereby wellbeing services sit within an environment of parties, events, exhibitions, vibrancy, energy and Joy

Equal Opportunities

Be Well Learning is committed to creating an inclusive and supportive working environment where equality is upheld, diversity is valued, and every individual is treated with dignity and respect.

We warmly welcome applications from individuals who are currently under-represented in our workforce, ensuring our team reflects the diverse communities we serve. We encourage candidates of all backgrounds to apply, regardless of age, disability, gender identity, marital or civil partnership status, pregnancy or maternity status, race, religion or belief, sex, or sexual orientation.

As a recognised Disability Confident Employer, we are dedicated to recruiting and supporting people with disabilities. Applicants with disabilities who meet the essential criteria for a role will be offered an interview where practicable, in line with our Disability Confident commitments, and assessed based on their skills and suitability.

Application process

We're excited that you're considering joining our team! Here's what you can expect from our application process:

Submit Your Application
Please send your CV and a cover letter to charlotte@bewelllearning.com outlining your experience, skills, and why you're interested in this role.

Initial Telephone Interview
If your application is shortlisted, we'll invite you to a brief telephone interview. This is an opportunity for us to learn more about you and for you to ask any initial questions about the role and our company.

Main Interview
Successful candidates from the telephone stage will be invited to a formal interview. Interviews have been scheduled for Monday 16th November 2026. Shortlisted candidates will be contacted shortly after the closing date.

During the interview, the following activities are scheduled to take place:

- Technical Assessment Task
- Formal Interview

Closing date: Sunday 25th October 2026

Main Interview date: Monday 16th November 2026

References will be required to cover your last 3 years of employment/training. One must be from your current or most recent employer and the others from your previous employer. The references should be from persons with management responsibility or HR.

We are unable to contact candidates who are not shortlisted for interview. Therefore, if you have not been contacted within four weeks of the post's closing date, you may assume that your application has not been successful on this occasion.

If you have any needs that prevent you from applying and participating in our recruitment process, please contact us at the earliest opportunity to ensure that support can be provided. Adjustments can be made for you during application and interview.

For any questions, please contact:

Email: charlotte@bewelllearning.com

Call: 07594 862 719

We look forward to receiving your application.