

Candidate Information Pack: Training Coordinator



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Application for employment with Keighley Healthy Living - Training Coordinator – Fill in form



Keighley Healthy Living
13 Scott Street, Keighley, BD21 2JH

About KHL

KHL is a charity that provides inclusive opportunities to improve the physical and mental health and wellbeing of people living in our local community. We are proud to be rooted in the heart of Keighley, West Yorkshire and our centre offers a friendly, welcoming and accessible space for personal growth and building connections.

We deliver a wide range of projects across Keighley and the wider Bradford district, shaped by local health and social priorities. Our weekly timetable provides over 40 groups and classes, alongside personalised health and wellbeing coaching, one-to-one support, and signposting to local services.

We use local health data to create and deliver initiatives to meet the needs of the local community and to work towards achieving sustained change. We listen and understand the challenges our communities face, and build on their strengths to create meaningful impact.

Alongside our day-to-day delivery of activities, we work in partnership with a variety of other organisations, including local authorities, GP practices, NHS services and charities.

We aim to...



Improve physical and mental health and wellbeing



Reduce social isolation and loneliness



Facilitate a strong integrated community



Address health inequalities by working collaboratively



Support and advocate for an integrated health system

Our vision

Building healthier and stronger communities together.

Our values

KHL are understanding

We care about those around us and can empathise.

KHL are flexible

We adapt to those around us to make an impact on people's lives.

KHL think creatively

We innovate and progress with originality.

KHL work with others

We collaborate to create networks and broaden opportunities for all.

KHL put people first

People and the community make up the heart of KHL. We are open and accessible to all.



Job Title: Training Coordinator

Hours of work:

28 hours per week to be worked in office hours (excluding lunch break) including occasional evenings and weekends

Salary:

£28,598 -£31,022 (35 hours FTE) pro rata

Responsible to:

Rethinking Pain Project Manager

Holiday entitlement:

36 days per annum pro-rata including 8 bank holidays

Location:

Based at 13 Scott Street, Keighley (BD21 2JH), with regular travel across the Bradford district to deliver sessions.

About the role

We're seeking an experienced trainer who is passionate about health, wellbeing, and empowering others through learning. This is a unique opportunity to join Keighley Healthy Living in a dynamic role that will not only support our Rethinking Pain Programme but also contribute to a range of innovative health and wellbeing projects.

As our Training Coordinator, you'll do more than deliver sessions - you'll be an advocate for change. You'll help people rethink their relationship with pain, develop practical self-management skills, and explore new ways to improve their overall wellbeing. Beyond the Rethinking Pain Programme, you'll also have the opportunity to shape and deliver other innovative health projects, ensuring your work touches a wide range of needs in our community.

You'll also play a key role in strengthening our own team by designing and delivering in-house training for staff, helping colleagues build their skills, confidence, and knowledge so we can collectively deliver the best possible support to our community.

Key Attributes

- Proven experience in training, facilitation, or adult education—ideally in a health, wellbeing, or community setting.
- A warm, empathetic communication style that builds trust and encourages participation.
- Knowledge of, or willingness to learn about, pain self-management and holistic health approaches and importance of addressing health inequalities is valued.
- Experience in designing and delivering training for communities
- Strong organisational skills and the ability to adapt quickly to changing needs.
- Confidence in using digital tools for training delivery and participant interaction
- A genuine passion for helping people improve their quality of life.
- A team player, interested and passionate about self-care and holistic health
- High level communicator, comfortable with public speaking & presenting

Job location, transportation and physical requirement

- Be willing and able to work across Bradford District and Craven.
- The role involves regular travel to venues across the district, with approximately two sessions delivered per day.
- A full driving licence and access to your own car are essential.
- The role includes regular manual handling, including lifting, carrying, pushing, pulling, and moving items weighing up to 25 pounds.
- Training sessions delivered on occasional evenings and weekends

Key Responsibilities and Duties

- Undertake training to the required standard in chronic pain, holistic pain management, and the use of relevant tools, resources, and delivery strategies.
- Deliver high-quality adult education, training, and workshops on pain, health, and wellbeing in person, online, and in one-to-one or group settings helping individuals set and achieve personal goals.
- Deliver pre-developed Rethinking Pain workshops in community, ensuring sessions are safe, effective, inclusive, and delivered to a consistently high standard.
- Communicate clearly and empathetically with people from diverse backgrounds, adapting delivery style, language, and materials to suit different needs and abilities.
- Design and deliver in-house training for staff and support bespoke internal learning across the organisation to build skills, confidence and knowledge.
- Work with the Project Manager, Project Coordinator, colleagues, and clinical partners to keep training content up to date and aligned with governance and change management processes.

Key Responsibilities and Duties

- Plan delivery the delivery of sessions, including co-facilitation arrangements, cover for absences, bookings, logistics, and participant recruitment and engagement.
- Work collaboratively with voluntary and community sector partners, health coaches, social prescribers, and experts by experience to ensure joined-up support for participants.
- Manage the equipment, materials, and resources needed for workshop delivery, including ordering supplies, printing, refreshments, room hire records, and monthly activity updates.
- Collect feedback, maintain accurate paperwork and registers, update the database, and follow monitoring and evaluation processes to demonstrate outcomes and improve accessibility and inclusion.

Training and Delivery

- Ensure registration forms, photo consent forms, and feedback forms are completed for each participant and recorded on the database.
- Keep bookings up to date, manage waiting lists, and communicate clearly with participants about changes and course reminders.
- Identify, record, and report risks or concerns to the Project Manager to help maintain compliance and safety at approved community venues.
- Work closely with the Operations Co-ordinator to share learning, improve delivery, and help develop training and new ways of working for Rethinking Pain and other health and wellbeing projects.
- Deal with project or group issues promptly and positively, and report any significant changes or concerns to the Project Co-ordinator.
- Ensure facilitators and team members leading or supporting sessions, including during your absence, have the information, paperwork, and resources they need.
- Monitor attendance, evaluate training impact, and gather feedback to improve future sessions.
- Maintain accurate records of training delivery, attendance, progress, and feedback.

Data Management and Evaluation

- Use strong IT skills, handle sensitive information confidentially, and maintain a high level of accuracy and attention to detail.
- Deliver engaging training and in-house staff training to a range of audiences through in-person workshops and virtual sessions, mainly for Rethinking Pain but also for other health and wellbeing projects.
- Provide photos, case studies, and participant quotes, with appropriate consent, for social media and reporting purposes.
- Promote effective communication and ensuring all colleagues are kept informed about our health and wellbeing training within the organisation

Staff Learning and Development

- Working closely with both the Project Managers and HR Manager to plan and deliver engaging induction and refresher training for new and existing staff using in-person, virtual, and blended formats.
- Create, review, and update high-quality training materials that support organisational goals.
- Work with project managers, clinical partners, and external providers to plan and deliver specialist training.
- Support training logistics, reporting, and staff development activity to improve engagement and performance.
- Work with project managers to design, develop, and review training materials, and assess training effectiveness using feedback, evaluation, and performance data.
- Provide ongoing support to staff by responding to questions and helping them apply their learning.
- Keep up to date with training best practice and use new approaches to improve programme quality.
- Work with the Project Coordinator and Project Managers to identify training needs and align delivery with organisational priorities.

Additional

- To promote the positive and professional ethos of KHL both internally and externally.
- Attend staff meetings, 1:1 meetings and other meetings at the request of the managers.
- Continually strive to improve service quality and bring added value to projects.
- Work as part of a team and develop positive relationships with colleagues.
- To generate and share ideas to develop and improve projects and administrative systems.
- To occasionally work unsocial hours, evening and weekends.
- To carry out any additional duties as required or appropriate to the post and grade.
- To undertake relevant training to maintain and update your skills and knowledge within your job role and to keep a record of training undertaken as agreed with your line manager.

This is not a final and complete statement of the duties attached to this post which may need to be amended from time to time in accordance with the changing needs of the organisation. KHL expect all staff to have a can-do attitude/employ a hands-on approach in terms of the centre and its projects, which from time to time may mean stepping in to help wherever help is needed. You will be asked about your ability to do this at interview.



Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE or equivalent (GCSE Maths & English C or above) • Educated to A level or equivalent • Teaching or a health or lifestyle training/coaching qualification or equivalent 	<ul style="list-style-type: none"> • BSc or BA degree, health-related topic • Training in evidence-based, Behaviour Change Interventions e.g. coaching, motivational Interviewing, counselling 	Application Form
Specialist Knowledge/ Experience	<ul style="list-style-type: none"> • Demonstrated experience of planning, organisation, delivery and evaluation of evidence based, education sessions, courses or programmes • Excellent written, verbal and non-verbal communication skills, including the ability to present confidently to groups • Demonstrable ability to speak publicly and deliver presentations and education sessions to a wide range of audiences at different levels, including the public, organisations, leaders and managers • Strong organisational skills including effective time management and multitasking, and the ability to be flexible and manage competing demands • Experience of working to measure impact of training, education and collect required data 	<ul style="list-style-type: none"> • Experience of working in a health setting or role • Proven level of digital competency - Experience of delivering training/education sessions digitally and face to face • Ability to support development and review of adult education or training materials and resources • Experience of engaging and working with vulnerable communities around health and wellbeing • Knowledge of community locations and/or activities and health and wellbeing services in Bradford and Craven 	Application Form/ Interview/ Presentation

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Specialist Knowledge/ Experience	<ul style="list-style-type: none"> • Use of databases for customer relations and evaluation processes (we provide training on our software) • Experience of developing and delivering awareness sessions, presentations and workshops on a range of topics to different audiences • An understanding of health inequalities within Bradford and surrounding areas • Understanding of the determinants of health to include social, economic, and environmental factors 	<ul style="list-style-type: none"> • Experience of working with people with disabilities and from different ethnic backgrounds • Experience of working with people living in socio-economically deprived areas and who face health inequalities • The ability to speak fluent English, plus the ability to speak another language such as Urdu, Punjabi, Arabic, Polish or Slovakian • Basic nutritional and physical health knowledge 	Application Form/ Interview
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Ability to communicate well with a range of people both inside and outside the organisation • Excellent interpersonal skills required for forming good relationships with service users, volunteers, staff and liaising with external agencies • Good organisational skills including effective time management and multi-tasking • Ability to deal with sensitive information with professionalism and always maintain confidentiality • Communication, presentation and influencing skills • Ability to communicate complex and sensitive information in an understandable form to a variety of audiences • Excellent computing skills, literate and competent in using all Microsoft applications e.g. Outlook, Word, MS Teams, Zoom, Excel etc. • Ability to work on own initiative and as part of a team. • Ability to identify risk and assess/manage risk when working with individuals/in a community building • Ability to follow policies and procedures 		Application Form/ Interview

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Disposition, Attitude, Judgement	<ul style="list-style-type: none"> • Committed to holistic person-centred care • Willingness to actively participate in meetings • Have excellent communication skills – both oral and written and good attention to detail • Flexible and proactive approach, including ability to respond positively to change • Passionate and enthusiastic about working in the area of persistent pain and related health conditions and improving wellbeing of people in the district • Commitment to the work of Keighley Healthy Living and the Rethinking Pain programme, and to working in line with and championing their values • Self motivated and energetic • Ability to work under pressure and have a ‘can do’, solutions focused approach to the work and the role • Be flexible and enthusiastic • Ability to maintain a healthy work/life balance • Demonstrate commitment to equality and respect for diversity and inclusion • Adherence to all aspects of the Data Protection Act 1998 and KHL Confidentiality Policy • Able to get along with people from all backgrounds and communities, respecting lifestyles and communities • Sensitive and empathetic in distressing situations, demonstrating listening skills and displaying empathy and emotional resilience 		Application Form/ Interview
Other	<ul style="list-style-type: none"> • Willing and able to work and travel to a range of locations • Possession of a full current driving license and access to a car. Consideration will be given to alternative travel proposals in respect of applicants with a disability who cannot hold a driver’s license. • Regular manual handling responsibilities, e.g. includes lifting, putting down, pushing, pulling, carrying or moving objects up to 25 pounds • Flexible approach to working hours – ability to work occasional evenings and weekends • Willingness to undertake an enhanced Disclosure and Barring Service (DBS) check. • Must be eligible to work in the UK 		Application Form/ Interview/ Onboarding

Additional information

Rehabilitation of Offenders Act 1994 (Exceptions)

Order 1995:

Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by (HALE). Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

Health & Safety:

Work within and implement the Health and Safety Policy and Procedures of KHL having regard to the duty of care to avoid injury to yourself and others. The post holder will take all reasonable steps to ensure the safety of volunteers and service users and will liaise with the Board of Trustees on issues affecting health and safety.

Equal Opportunities:

Work within and implement the Equal Opportunities Policy and Procedures of KHL.

Confidentiality:

Ensure that information relating to participants remains confidential in line with KHL’s Confidentiality Policy.

Environmental Responsibility:

All post holders are required to carry out their duties in line with the Environmental Policy of KHL

Safeguarding:

To report any safeguarding issues to a KHL Manager as soon as is possible and in line with the KHL Safeguarding Adults Policy and the KHL Child Protection and Safeguarding Children’s Policy. To complete or provide a DBS check (Disclosure and Barring Service), formally called CRB in-line with the DBS regulation.

How to apply...

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For more information,
contact us:



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www.khl.org.uk