

AWARE

OVERCOMING DEPRESSION.
CHANGING LIVES.

EDUCATION & TRAINING MANAGER

Job Information Pack
May 2025

AWARE NI is the depression charity for Northern Ireland

T: 02890 357 820 (BELFAST) / 02871 260 602 (DERRY/LONDONDERRY)

Registered with the Charity Commission for Northern Ireland with NIC100561 Company No. N.I. 30447

[AWARE-NI.ORG](https://www.aware-ni.org)



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WELCOME

Dear Candidate

Thank you for your interest in the role of Education and Training Manager at AWARE NI. As Northern Ireland's leading charity supporting those affected by depression, anxiety, and bipolar disorder, AWARE NI is committed to delivering high-quality services that make a real difference. Our Education and Training team is at the heart of making that vision a reality.

The Education and Training Manager is a new role resulting from some internal restructuring and is a key leadership position, with responsibility for shaping and delivering impactful mental health programmes across a wide range of sectors, including workplaces, schools, and community organisations.

We are looking for someone who is not only experienced in delivering and managing health, education or community services but who is also innovative, collaborative, and deeply committed to promoting positive mental health. You'll be leading a dedicated team and working closely with stakeholders to ensure our programmes are evidence-based, inclusive, and accessible to all.

We are keen to recruit and develop people who are passionate, positive and enthusiastic about their role within the organisation and about supporting people affected by depression, anxiety and bipolar disorder. In this application pack, you can find out more about becoming part of Team AWARE.

We are a user-led organisation which prizes our volunteers and partners and seeks to work to the highest standards. We believe AWARE NI is a great place to work.

I would like to thank you for your interest in joining Team AWARE, and we look forward to receiving your application.



A handwritten signature in black ink that reads "Karen Collins". The signature is fluid and cursive, written over a light grey background.

Karen Collins
Chief Executive



OUR STORY

AWARE is the depression charity for Northern Ireland.



AWARE NI was established in Derry/Londonderry in 1996. We are the only charity in Northern Ireland dedicated exclusively to raising awareness of depression as a serious mental health illness and enabling people with depression or bipolar to access support to help them with their condition.

We now have two offices; one in Derry/Londonderry and a second in Belfast

AWARE NI was founded by people with personal experience of bipolar disorder and depression, of the negative impact this has on people's lives, and of the lack of understanding and support available in the community at that time. They were driven by a passion to ensure that others did not suffer as they did. This user-led ethos remains a key driver of AWARE NI's work, and the majority of our volunteers and staff bring to the organisation the unique insight of personal experience.

At AWARE NI, we believe that the people who use our services should have a say in how they are developed and delivered, so we employ people with experience of depression at every level in the organisation, including the Board of Trustees.





OUR SERVICES

AWARE NI provides a wide range of interventions for individuals and groups, so we've just listed some of the key ones here. You'll find a lot more information on our website at aware-ni.org.

SUPPORT GROUPS

AWARE NI has an established network of **25 peer support groups** in rural and urban areas across the country, which are run by our trained volunteers. Support groups welcome people with depression and bipolar disorder as well as carers for people with the illness. In-person and online options are available.

EDUCATION & TRAINING SERVICES

AWARE NI delivers mental health and well-being programmes into communities, schools, colleges, universities and workplaces. These programmes include our suite of **Mood Matters** programmes, **Living Life to the Full**, **Mental Health First Aid** and **Mindfulness**. We offer a range of resources tailored to the particular mental health challenges faced by children and young people. Some of these involve engaging directly with schools, as well as providing pathways for individuals.

OUTREACH

We attend outreach events and host public talks throughout the year to raise awareness of mental ill-health and promote our services.

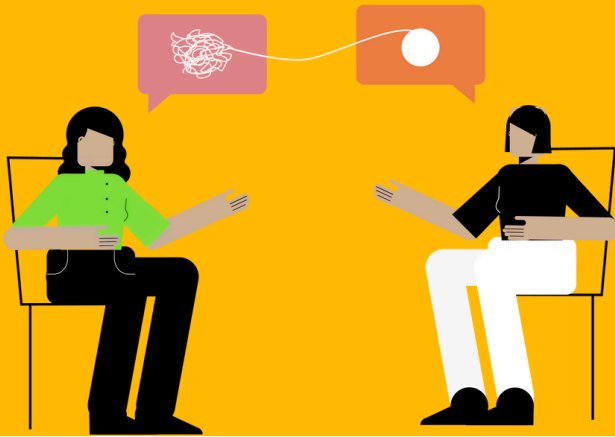
INTERACTIVE PHONE, WEBSITE & EMAIL SERVICE

Aimed at those directly affected, or those that care for them, these **email & phone services** offer support and information about issues relating to depression, anxiety, and bipolar. We actively listen to any concerns or questions a service user might have and identify the most appropriate options for them at that time, informing them of services available within AWARE and externally.

INFORMATION BOOKLETS & FACTSHEETS

Our services are supported by carefully designed guidance delivered in printed booklets, factsheets, and made available online. These valuable resources are tailored to individual groups, carers, volunteers and fundraisers including sector-leading **fundraising kits**.





OUR VISION, MISSION AND VALUES

OUR VISION

Our Vision is for a future where everyone can openly discuss their mental health, access services appropriate to their needs, and develop the skills and knowledge to maintain positive mental health.

OUR VALUES

Our Values are that, above all else, we value our service users. We will treat everyone with dignity, respect and compassion. We are transparent in all our work and accountable to our stakeholders.

▪ **Dignity, respect and empathy:**

We will treat each other and our service users with dignity, respect and empathy.

▪ **Integrity, professionalism and transparency:**

We are committed to the highest standards of professionalism, honesty and openness in all aspects of our work.

▪ **Innovation and excellence:**

We are committed to providing high-quality services and to being innovative for the benefit of people using our services.

▪ **Equality, diversity and inclusivity:**

We are committed to championing equality, diversity and inclusivity in all aspects of our organisation through an intersectional lens.

OUR MISSION

- To promote emotional health and wellbeing.
- To help people build resilience and maintain positive mental health at every stage of their life journey.
- To ensure that individuals living with depression, anxiety, and bipolar disorder are aware of and have access to appropriate support.
- To advocate for policies that facilitate access to appropriate support across Northern Ireland.

HOW DO WE EMBODY OUR VALUES?

- We will respect everyone we come into contact with.
- We will listen non-judgmentally.
- We will be positive, polite and professional in our dealings with people.
- We will do what we say we will do.
- We will foster a culture that is caring and compassionate.
- We will lead by example.



OUR STRATEGY

[You can click here to download a pdf version of our 2024-2029 strategy, but we've included our key aims from it on this page.](#)

Strategic Aim 1

CONNECTION

Enhance peer support, innovate services, and advocate for mental health in schools and workplaces.

OBJECTIVES

1. Maintain and expand community-based peer support services and groups to facilitate social connections and provide peer support opportunities for individuals living with low mood, depression, anxiety, and bipolar disorder.
2. Innovate service delivery methods to better serve diverse populations through both in-person and online platforms.
3. Improve the organisation's online offerings to provide accessible and user-friendly resources and support for individuals seeking help and support assistance.
4. Enhance education and training programmes by integrating personal experiences and evidence-based research to design more engaging, effective, and equitable programmes.
5. Advocate for inclusion of mental health education in school curriculum to promote awareness and understanding from a young age.
6. Collaborate with employers to create supportive environments conducive to mental well-being, particularly for individuals experiencing low mood, depression, anxiety, and bipolar disorder.

Strategic Aim 2

CHANGE

Foster knowledge partnerships, advocate tailored mental health policy, reduce stigma, and initiate impactful research for societal change.

OBJECTIVES

1. Engage partners to facilitate knowledge sharing, generate innovative ideas, and collectively address emerging mental health issues and needs.
2. Identify and execute campaigning and policy activities tailored to address the specific needs of local communities across Northern Ireland, ensuring that the challenges faced by individuals with depression, anxiety, and bipolar disorder remain prominent on the public and political agenda.
3. Commitment to address stigma and improve societal understanding of anxiety, depression and bi-polar by realistic and destigmatising portrayals of these issues.
4. Design research initiatives to provide AWARE NI with both a platform and comprehensive data, enabling the organisation to actively influence policy, societal dynamics, and instigate meaningful change.

Strategic Aim 3

COMMUNITY

Engage the public in mental health advocacy, communicate strategically with stakeholders, and promote diversity and wellbeing among staff and volunteers.

OBJECTIVES

1. Empower volunteers and the public to advocate for mental health by adopting tailored communication and interactive platforms to inform, engage and inspire meaningful involvement.
2. Empower volunteers and the public to advocate for mental health by adopting tailored communication and interactive platforms to inform, engage and inspire meaningful involvement.
3. Build a diverse workforce and foster an inclusive organisational culture while providing comprehensive well-being support to staff and volunteers.

Strategic Aim 4

FINANCE & FUNDRAISING

Create a robust financial plan, innovate fundraising methods, and boost revenue through diverse events, engagement, and partnerships for lasting stability.

OBJECTIVES

1. Develop a strategic financial stability plan and implement measures to ensure long-term sustainability.
2. Identify and develop new models of income generation to deliver support services, education, and training based on the evolving needs of the target population.
3. Enhance financial performance by broadening the sources of income, thereby increasing overall revenue. This involves exploring and implementing various avenues for generating funds beyond traditional methods.

FINANCES

You can review our Income and Expenditure and Balance Sheet in our latest annual accounts to March 2024 at a glance below, and click on the links at the bottom to access the last three years' annual accounts.

	Notes	Unrestricted funds 2024 £	Endowment funds Designated 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Income from:						
Donations and legacies	3	762,124	-	419,292	1,181,416	728,121
Charitable activities	4	130,665	-	480,923	611,588	553,085
Investments	5	2,080	-	-	2,080	254
Total income		894,869	-	900,215	1,795,084	1,281,460
Expenditure on:						
Raising funds	6	354,399	-	-	354,399	370,290
Charitable activities	7	221,814	212,098	921,115	1,355,027	1,322,814
Total expenditure		576,213	212,098	921,115	1,709,426	1,693,104
Net income/(expenditure)		318,656	(212,098)	(20,900)	85,658	(411,644)
Transfers between funds		(544,008)	544,008	-	-	-
Net movement in funds		(225,352)	331,910	(20,900)	85,658	(411,644)
Reconciliation of funds:						
Fund balances at 1 April 2023		732,512	102,271	20,900	855,683	1,267,327
Fund balances at 31 March 2024		507,160	434,181	-	941,341	855,683

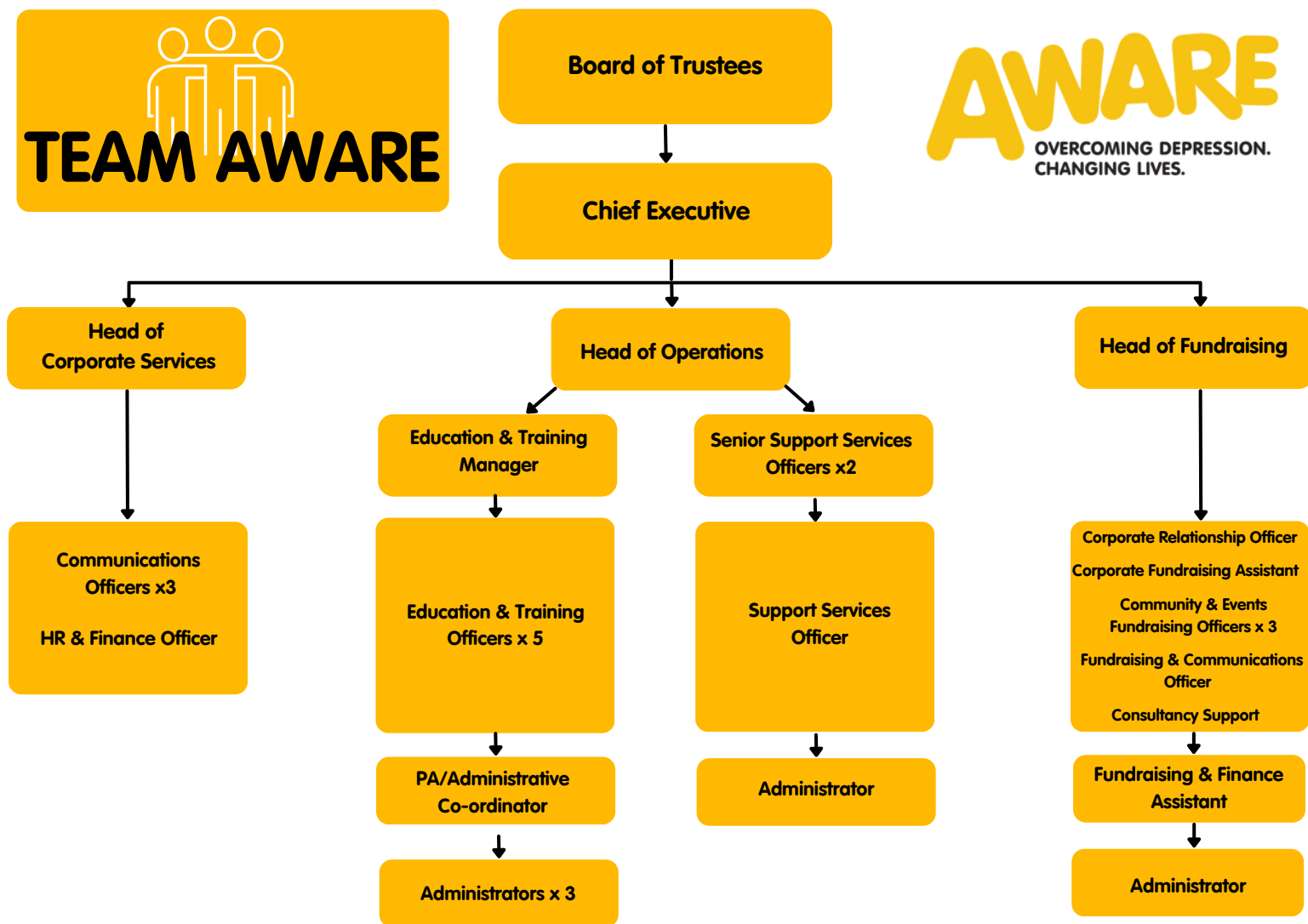
	Notes	2024 £		2023 £		
Fixed assets						
Tangible assets	12		26,637		33,326	
Current assets						
Debtors	13	113,530		93,442		
Cash at bank and in hand		927,603		786,019		
		1,041,133		879,461		
Creditors: amounts falling due within one year	14	(126,429)		(57,104)		
Net current assets			914,704		822,357	
Total assets less current liabilities			941,341		855,683	
Net assets excluding pension liability			941,341		855,683	
The funds of the Charity						
Designated funds			434,181		102,271	
Restricted income funds	15		-		20,900	
Unrestricted funds			507,160		732,512	
			941,341		855,683	

[2021/22 Accounts](#)

[2022/23 Accounts](#)

[2023/24 Accounts](#)

HOW WE'RE ORGANISED



JOB DESCRIPTION

Education and Training Manager

Location: Belfast or Derry Office (with hybrid working options available)

Reports to: Head of Operations

Direct Reports: Education & Training Officers, Administrative Support

Duration of contract: Full-time Permanent

Hours per week: 35 (Flexible working arrangements, including job sharing and compressed hours, will be considered.)

Salary: Circa £35,000 p.a plus employer pension contribution

Please note if there is more than one suitable candidate we will establish a waiting list for any similar posts which may become available in the next 12 months.

Job Purpose

Reporting to the Head of Operations, the Education & Training Manager will lead the operational management of the Education & Training team and contribute to the wider organisational strategy. This is a key leadership role within AWARE NI, responsible for motivating and developing the team while fostering a culture that reflects the organisation's values and ways of working. The postholder will champion excellence in service delivery, implement quality assurance measures across staff and volunteers, and actively seek opportunities to enhance and expand our programmes and standards.

This role will lead on:

- Effectively managing the Education and Training team and their initiatives.
- Leading the development and delivery of workplace programmes, including online learning platforms, and working closely with the corporate fundraising team.
- Overseeing the management and development of existing grants, contracts, and service-level agreements related to this post.
- Identifying and pursuing new funding and business opportunities, including potential partnership initiatives.
- Building and maintaining relationships with commissioning bodies, local councils, and Primary Care Hubs, and representing AWARE NI at external forums in collaboration with the CEO.
- Engaging with the Maternal Mental Health Alliance and associated Infant Mental Health lobbying groups to support strategic collaboration in these key areas.

This key position will provide leadership across the organisation, to motivate, develop and encourage a culture that is consistent with AWARE's values and ways of working. In collaboration with other Senior Managers, this role will foster a climate of cooperation to enhance the potential and impact of AWARE.

The post holder will lead the team to deliver excellence, putting in place quality measures to be implemented across the staff and volunteers and seeking opportunities to improve and expand delivery and standards.

Key Responsibilities

Operational Management – Education & Training

- Lead the daily operations of AWARE's education and training services, identifying and implementing opportunities for service development.
- Ensure smooth programme delivery, efficient scheduling, and adherence to quality standards.
- Provide out-of-hours support and respond to crisis situations involving trainers as necessary.
- Support the development and upkeep of education and training web content, in collaboration with SMT and the Communications Team.

People Management

- Lead, manage, and motivate the Education & Training team to deliver high-quality outcomes in line with organisational goals.
- Set performance targets, monitor staff progress, and address underperformance effectively.
- Ensure open communication channels and a collaborative, supportive team culture.
- Provide regular support, supervision, annual appraisals, and development plans for all direct reports.
- Identify and address staff training needs, ensuring ongoing professional development.
- Oversee the recruitment, induction, and quality assurance of sessional trainers, including T4T (Training for Trainers), compliance with training policies, and process implementation.

Programme Delivery and Development

- Develop and deliver strategic plans for education and training, including workplace programmes and online learning platforms.
- Ensure delivery standards meet funder requirements, legislation, and AWARE's internal policies.
- Lead the creation and enhancement of programme content, engaging with external partners as needed.
- Develop and monitor performance indicators and prepare reports for internal and external stakeholders.
- Collaborate with SMT on sustainable programme funding, including contributing to funding bids.
- Manage and respond effectively to service complaints.

Representation, External Networking & Funder Engagement

- Act as AWARE's representative on the Maternal Mental Health Alliance and engage with relevant Infant Mental Health groups.
- Build strategic partnerships and engage in networks across the mental health and voluntary sectors.
- Maintain strong working relationships with funders and lead review meetings related to your portfolio.
- Oversee current grants, contracts, and service agreements in liaison with internal leads.
- Support the development of tender submissions, procurements, and grant applications.

Contract Development & Service Delivery

- Facilitate regular engagement and review meetings with funders, external regulators, and partners.
- Seek out and build new relationships and forums aligned with AWARE's strategic objectives.
- Lead the development of new contract and partnership opportunities across sectors.
- Represent AWARE in planning groups and cross-sector collaborations.

Quality Assurance, Evaluation, and Research

- Implement and maintain robust quality assurance processes aligned with contract and organisational standards.
- Oversee evaluation and performance systems, using both quantitative and qualitative data to guide improvements.
- Keep informed of emerging research and best practices in mental health and integrate evidence-based insights into service development.

Financial

- Manage departmental budgets, ensuring efficient and strategic use of resources.
- Ensure financial practices and operations align with internal policies and external funder requirements.
- Lead on reporting of monthly/quarterly contract returns and contribute to the annual report.
- Participate in risk management processes specific to the Education & Training team.

Other Duties

- Maintain strict confidentiality in line with GDPR and Data Protection regulations.
- Act in accordance with AWARE's mission, values, and code of conduct.
- Undertake other responsibilities reasonably expected within the role.
- Represent AWARE with professionalism, courtesy, and respect across all engagements.

The above list is not exclusive or exhaustive, and the post holder will be required to undertake extra duties as may reasonably be expected within the scope and grading of the post. All staff are required to be professional, cooperative and flexible in line with the needs of the post and the organisation. This is a regional post which requires travel throughout N.I. Occasional evening and weekend work, including staying away from home, may also be a feature.

The Candidate

This role would suit a passionate, motivated, and enthusiastic individual with a drive to support and lead the team, as well as develop and expand the role in line with our strategic vision. It is an ideal opportunity for some to advance in their careers. It would be advantageous, but not essential, to have some knowledge in any of the following areas: workplace health, mindfulness, online training, and partnership development.

There is an expectation that the successful applicant will be innovative and creative in their approach - we welcome opportunities to do things a little differently.

Our ideal candidate for this post will:

- Be passionate about developing mental health services in Northern Ireland.
- Be a confident and knowledgeable communicator at a strategic level.
- Have experience in the development and delivery of health, education or community services.
- Possess strong networking skills and the ability to form strategic alliances across the community/voluntary sector and statutory agencies.
- Have a broad knowledge of common mental health conditions.
- Be self-motivated with a strong ability to plan their own work.
- Be capable of initiating and developing relationships.
- Be an effective people manager.
- Be a flexible, inspiring, and supportive colleague.
- Display empathy and sensitivity in communications with staff, volunteers, service users, and the general public.



PERSON SPECIFICATION

1. Qualifications

Essential

- ILM Level 3 Management/ 2 A Levels or equivalent

Desirable

- 3rd level/degree level qualification in a relevant discipline
- A recognised teaching or training qualification (e.g. TQUK Award in Education and Training, Certificate in Education, or equivalent).

2. Experience

Essential

- Over two years of experience in the development, promotion, and delivery of mental health/health/education programmes or a community service.
- Over one year of experience in managing people, volunteers or staff.
- Experience of providing training to a range of organisations/ workplaces in the community, voluntary, statutory and private sectors.
- Over one year of experience in partnership work and relationship building to include various stakeholders.
- Experience in public speaking and public engagement.
- Experience of working to deadlines, to include funded contracts and projects within statutory and community and voluntary settings

Desirable

- Experience of using initiative to create or expand a service
- Experience in setting and managing a budget, and reporting to funders

3. Skills, Knowledge and Abilities

Essential

- Excellent interpersonal skills and the ability to communicate effectively with a broad range of people and forge strong working relationships.
- Ability to manage and motivate staff to deliver excellent performance.
- Excellent written and oral communication skills, with confidence to represent the organisation publicly.
- Strong planning, coordinating, and networking skills.
- Ability to prioritise and meet competing deadlines in a busy working environment.
- Excellent attention to detail.

Desirable

- Comprehensive knowledge of mental health/mental illness, including evidence-based approaches to promoting good mental health, signs and symptoms of mental illness, and sources of help.
- Understanding of the wider community, voluntary, and statutory sectors in Northern Ireland and their roles in promoting mental health.
- Knowledge and understanding of self-help strategies for promoting good mental health such as Cognitive Behavioural and Mindfulness concepts

4. Personal Style and Behaviour

Essential

- A flexible, inspiring and supportive colleague
- Self-motivated with a strong ability to plan their own work.
- Commitment to the values, policies, procedures, and standards of conduct of the organisation.
- Willingness to undertake relevant on-the-job and external training as required.
- Commitment to the work of the organisation.
- Open-minded, non-judgemental, and willing to challenge personal attitudes.
- Ability to empathise with service users regardless of race, gender, age, religion, nationality, marital status, sexual orientation, or disability.
- High level of drive and personal motivation to achieve results.
- Enthusiasm and flexibility to adapt to changing circumstances and capitalise on new opportunities.

5. Other

Essential

- Willingness to work flexibly including evening and weekend work.
- Willingness to travel across the region and further afield, including ROI and the UK if required.
- Access to a car or other means of transport to fulfil the travel requirements of the role.



WHAT WE OFFER YOU

We want to take care of our staff and value their contribution.

As a community-based charity AWARE can offer employees:

- A competitive salary
- 25 holiday days (increasing to 28 days with service) + 11 statutory days
- Travel mileage
- Pension contribution
- Laptop and mobile phone provision (if appropriate)
- Support and supervision to excel in your role
- Staff team building away days
- A comprehensive induction programme
- Team meetings
- Access to the Employee Assistance Programme
- Reasonable paid time off to attend appointments

We seek to be a family friendly employer. We recognise the challenges of balancing your work and personal life and this can be a particular challenge if you have a young family or caring responsibilities. Our policies have been agreed to seek to give flexibility where possible and to offer compassion and sensitivity.

Key to this we would highlight that in the case of an advertised full-time post we will be happy to consider requests for job shares. In some cases compressed hours or reduced hours contracts may be possible. For part-time roles there may be an opportunity for some flexibility on the hours/days of work. All requests seek to balance the needs of the organisation and of individual staff.



HOW TO APPLY

Complete the online application form by **4pm on 6th June 2025**, describing how you meet the criteria listed below. We will use this to shortlist interview candidates. We reserve the right to interview only those candidates who best demonstrate how they meet the criteria.

Interviews will be due to take place on **18th & 20th June 2025**. Please let us know if you have any difficulties with this timeline.

Shortlisting Criteria

To apply for this role, you **MUST** have:

1. ILM Level 3 Management, 2 A Levels, or equivalent
2. Over two years experience in the development, promotion, and delivery of mental health, health, education programmes, or a community service.
3. Over one year of experience in:
 - Managing people, volunteers or staff
 - Providing training to a range of organisations/workplaces across sectors (community, voluntary, statutory, and private).
 - Partnership work and relationship building with a range of stakeholders.
4. Experience in public speaking and engaging with the public.
5. Experience working to deadlines, including delivery of funded contracts and projects.

If invited to interview, you will need to:

- Demonstrate how you meet the above and the rest of the essential criteria (found in the person specification in this pack), including but not limited to:
 - Excellent interpersonal and communication skills.
 - Ability to manage and motivate staff, plan work effectively, and meet competing deadlines.
 - Knowledge of mental health, including evidence-based approaches, self-help strategies, and support services.
 - Understanding of the wider statutory and voluntary sectors in Northern Ireland.
 - Strong planning, coordination, networking, and attention to detail.
- If applicable, demonstrate how you meet the desirable criteria (found in the person specification in this pack), including but not limited to:
 - Experience of creating or expanding services.
 - Experience of budget setting, management, and reporting to funders.
 - Knowledge of CBT and Mindfulness concepts.

We might be required to assess against desirable criteria to differentiate candidates.

Equality Monitoring and Criminal Convictions Disclosure

Along with the application form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act, a person is disabled if they have, or have had "a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact us so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

AWARE is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Please address any enquiries relating to the advertised position and your submission to:

**Linda Wade
HR & Finance Officer
AWARE NI
Email: linda@aware-ni.org**

www.aware-ni.org



BELFAST OFFICE : 40-44 Duncairn Gardens, Belfast, BT15 2GG

DERRY/LONDONDERRY OFFICE : 2 Crawford Square, Londonderry/Derry, BT48 7HR

AWARE Defeat Depression, known as AWARE. Company No: NI 30447.

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