

## Our Mission

**Mission:** We are passionate about the transformative power of training, promoting equity of learning through expert, tailored, engaging and values-led training solutions.

**Vision:** We want to lead the way in revolutionising frontline services, through collaboration and community, to create a national standard of high-quality values-led training.

## Our Values

Integrity | Excellence | Fairness | Collaboration | Innovation

## Role Details

<b>Job Title</b>	Partnerships & Delivery Lead		
<b>Report to:</b>	Directors		
<b>Weekly Hours</b>	Full time or part time	<b>Salary</b>	£42,000–£48,000 depending on experience and hours
<b>Job Type</b>	Permanent	<b>Location</b>	Hybrid - York base and flexible remote working

## Main Duties

### Job Overview

The Partnerships & Delivery Lead is a pivotal leadership role within Transform Your Training, designed to sit between the Directors and Managers to ensure clarity, coherence and delivery excellence across all customer journeys.

This role acts as a bridge across the organisation, responding to sales enquiries, leading project planning, driving system compliance, and ensuring that every customer journey is both exceptional and values-led.

You will act as a Project Lead for customer projects, acting as the first point of contact and coordinating project planning, retaining oversight after delegating to Managers and relevant delivery leads as appropriate.

You will also work closely with Directors to support strategic business development, including the application of tendering for new contracts and helping us to strengthen our national partnerships and profile.

The role requires a strong understanding of both the charity and public sectors, the ability to work confidently with both senior stakeholders and delivery teams, and a keen eye for both customer experience and operational detail.

You will also support culture shaping, system leadership and contribute to change management, building your career with us whilst helping the organisation to evolve sustainably.

## **Key Responsibilities**

### **Sales & Enquiries**

- Respond to complex and bespoke customer enquiries, building trusted relationships and converting leads into contracted projects
- Work alongside the Directors to shape business development strategy and support growth
- Use HubSpot and Microsoft project planning tools effectively to support sales pipeline tracking and project implementation
- Support the application of Tendering for new contracts and funding opportunities
- Contribute to outbound marketing i.e. social media, events

### **Project Planning & Implementation**

- Own and champion the quality of the customer experience across the entire project lifecycle, ensuring Training 4 Influence methodology is embedded at every stage
- Act as Project Lead for new customer projects, providing a central point of contact for customer organisations and their in-house teams
- Lead the project planning process from initial scoping and implementation through to delivery oversight and monitoring, ensuring that all stakeholders are aligned and prepared
- Project plan across the organisation, coordinating teams and resources to ensure seamless delivery
- Delegate effectively to Managers and operational staff once projects move into delivery phase
- Monitor progress and maintain oversight of delivery, escalating risks and issues as required

### **Communication & Change Leadership**

- Act as a communication bridge across the organisation, providing clarity upwards (to Directors), downwards (to Managers and Facilitators), and across teams
- Support the Directors in shaping and embedding new systems, processes and ways of working

- Help turn organisational ideas and strategic priorities into practical, deliverable actions
- Contribute to change management, bringing people with you and supporting a positive, values-led culture of continuous improvement
- Contribute to the ongoing development and improvement of digital communication tools and content (including use of Mighty Networks and other platforms) to enhance customer engagement and organisational impact

### **Systems & Policy Leadership**

- Use HubSpot, Microsoft, Mighty Networks and related systems effectively to support project tracking, reporting and communication
- Ensure compliance with organisational processes and system requirements, aligned to both Taye and Hestia frameworks where applicable
- Support system ownership and development — helping the organisation to build sustainable and scalable practices
- Maintain oversight of policy compliance in collaboration with Managers and Directors

### **Stakeholder Engagement and Profile**

- Build strong, values-led relationships with our partners and stakeholders
- Understand sector needs and trends — helping us evolve our offer and customer experience
- Represent Transform Your Training professionally and warmly in all external engagements, national events and customer forums
- Work in partnership with the Taye Foundation Charity — supporting joint projects and contributing to shared outcomes
- Support the Directors in enhancing Transform Your Training's external profile; through participation in networks, events and contributions to sector thought leadership

### **Organisational Contribution**

- Contribute to cross-organisational communication and planning
- Actively engage in own development seeking opportunities to build knowledge and skills
- Actively question and challenge ideas where appropriate, helping us to maintain a learning culture and ethical practice

*Note: This job description is not exhaustive and may be subject to change as the needs of the organisation evolve.*

## Person Specification

Relevant experience
<ul style="list-style-type: none"><li>• Experience responding to sales enquiries and managing customer relationships</li><li>• Strong project management background with experience leading cross-organisational projects</li><li>• Experience supporting tender submissions and contributing to business development</li><li>• Experience working within or alongside the charity, corporate or public service sectors</li><li>• Excellent relationship management and stakeholder engagement skills</li><li>• Strong understanding of CRM and project management systems (HubSpot, Microsoft, Mighty Networks preferred)</li><li>• Ability to manage multiple priorities in a fast-paced and changing environment</li><li>• Excellent communication skills — written, verbal and interpersonal</li><li>• Proven ability to contribute to organisational change and system leadership</li><li>• Understanding of compliance and quality frameworks relevant to training or the charity/corporate/public sectors</li><li>• Knowledge of trauma-informed practice and values-led working is desirable.</li></ul>
Personal qualities required for the role
<ul style="list-style-type: none"><li>• Proven experience as a project manager and relationship builder, with a passion for seeing ideas come to life.</li><li>• Highly organised and adaptable, able to navigate complexity and change with calm, confident leadership.</li><li>• Driven by a strong set of values, committed to ethical practice and making a meaningful difference.</li><li>• Naturally curious and collaborative, always ready to ask questions, challenge assumptions, and learn.</li><li>• Seeking an opportunity to contribute at a strategic level within an organisation that is expanding its national influence.</li></ul>

## How to Apply

**We are accepting applications for this role by email.**

Email: [admin@transformyourtraining.org](mailto:admin@transformyourtraining.org)

Subject: Partnerships & Delivery Lead Application

**Please send us:**

- A copy of your CV
- A short voice note or cover letter explaining:
  - Why this role excites you

- How your experience matches what we're looking for
- What you'd need from us to do your best work