

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

Job Title	Digital Community and Engagement Coordinator		
Report to:	Marketing and Communications Lead		
Weekly Hours	20	Salary	£28,288 - £31,262 FTE Pro Rata
Job Type	Permanent	Location	Hybrid - York base and flexible remote working

Main Duties

Job Overview

TYT's facilitator network and communities of practice are central to how we build connection, shared learning and lasting impact.

The Digital Community and Engagement Coordinator will help manage, grow and maintain TYT's Mighty Networks community, supporting facilitators, members and programme participants to feel welcomed, informed, connected and motivated to take part.

Working closely with colleagues across TYT, the role will create and adapt content, support blended learning and participant communications, coordinate online engagement, and help keep the community active, organised and connected.

Key Responsibilities

Digital Community Management

- Manage and maintain TYT's Mighty Networks community, including creating and updating groups, organising content and resources, maintaining clear

navigation, and ensuring the platform is accessible, up to date, welcoming and easy to use.

- Support day-to-day engagement across the facilitator network and communities of practice, including groups for different customers, subjects and programmes.
- Promote the community and related opportunities so facilitators, members and participants know how to join, take part and stay involved.
- Identify where members or participants are disengaging and support appropriate re-engagement.

Content, Communications and Promotion

- Curate, adapt and organise engaging content for facilitators, community members and programme participants, drawing on TYT resources, programme materials and colleague expertise.
- Support participant communications after registration, helping people understand next steps, upcoming opportunities and how to engage with the community.
- Create and adapt clear promotional messages for community spaces, activities and resources.
- Maintain the digital resource library, ensuring resources are relevant, accessible, clearly organised and up to date.
- Keep up to date with Mighty Networks features and platform changes, using them appropriately to improve community activity, content and engagement.

Events, Groups and Engagement Activity

- Develop, organise and support regular community activity, including discussion prompts, group posts, AMAs, Action Learning Sets, peer networking and community events.
- Motivate groups to participate, respond and connect, helping the community become active and useful for shared learning.
- Coordinate event planning, promotion, administration and attendee communications for online and face-to-face community activity.

Insight, Relationships and Continuous Improvement

- Build strong working relationships across TYT departments, collaborating with colleagues to understand and support their work, gather relevant learning resources and updates, and translate key messages into engaging content and activity for the community.
- Gather feedback from facilitators, members and participants to understand what is working and where engagement could improve.
- Track community activity, participation and disengagement, sharing useful insight with marketing and programme colleagues.
- Use community insight to help improve future content, events, communications and engagement activity.

General Responsibilities

- Maintain accurate records, systems and community information.
- Work collaboratively across the organisation to support wider strategic objectives.
- Contribute to team projects, events and organisational activities as required.
- Demonstrate a commitment to equality, diversity, inclusion and safeguarding.

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

Person Specification

Qualifications required
• Relevant qualification or equivalent practical experience. • Strong literacy and digital communication skills, demonstrated through qualifications, work experience or equivalent experience. • Training 4 Influence qualification desirable. Candidates not already qualified must be willing to undertake the training following appointment as all TYT services follow the principles of Training 4 Influence.
Relevant knowledge and experience
• Experience managing, coordinating or supporting a community, network, membership group, learning community or engagement programme, including setting up groups, updating content, organising resources and supporting users. Experience of Mighty Networks would be advantageous. • Experience curating, adapting and organising content for different audiences, including digital content, newsletters, resources or community updates. • Experience promoting activities, resources or opportunities to encourage participation and engagement. • Experience supporting events, workshops, webinars, peer-learning activity or online engagement sessions. • Understanding of learning and development, facilitation, training, education, careers, workforce development or professional learning contexts would be advantageous.
Personal Qualities
• Strong organisational skills, with the ability to plan, prioritise, track and follow up work effectively. • Clear, confident and passionate communication skills across different audiences and channels. • Proactive, adaptable and solutions-focused, with the ability to use initiative and manage day-to-day work confidently. • High level of attention to detail, including keeping community information, resources and records accurate and up to date. • Collaborative approach, with the ability to build relationships across TYT and draw out useful content, updates and insight from others. • Ability to handle sensitive information with professional judgement and discretion. • Commitment to Transform Your Training's values, with a respectful, inclusive, trauma-informed and values-led approach.