



Training and consultancy manager: Recruitment pack

Salary: £38,655-£41,841 (£43,091-£46,643 London)

Contract: Initial two years fixed term

Closing date: 10:00 6th June 2025

Interviews: 16th June 2025



Making Every
Adult Matter



Introduction

Thank you for your interest in the role of Training and Consultancy Manager at MEAM. People facing multiple disadvantage experience a combination of problems. For many, their current circumstances are shaped by long-term experiences of poverty, deprivation, trauma, abuse and neglect. Many also face racism, sexism and homophobia. These structural inequalities intersect in different ways, manifesting in a combination of experiences including homelessness, substance misuse, mental ill health and contact with the criminal justice system.

Making Every Adult Matter (MEAM) is the national charity supporting practitioners, policymakers and people with lived experience to transform services and systems for people facing multiple disadvantage. We run the national MEAM Approach network (currently formed of 50 local areas) and hold the support contract for the £91m Changing Futures programme.

MEAM was formed as a coalition of charities in 2009, and over the last 15 years we have learnt much about what lies at the heart of good partnership working, the cultural and practical conditions that allow for systemic change, and the qualities that effective system leaders must model. We have developed a clear understanding of how trauma-informed and strengths-based practice is central to systemic work and worked alongside people with lived experience to deepen our understanding of power and how meaningful coproduction can rebalance experiences of stigma and disempowerment, leading to more effective interventions. We use the learning from our work to shape policy at the local and national level.

The MEAM team provides a wide range of bespoke support, consultancy and training to local areas to help them to tackle the structural and systemic issues that cause and sustain multiple disadvantage. Much of this work is delivered on a commercial basis, with the team offering:

- Training for frontline workers, commissioners, providers and policymakers on topics such as understanding multiple disadvantage; systems thinking in practice; coproduction and power; and trauma-informed and strengths-based systems.
- Consultancy services with a particular focus on local partnership development, specialist systems consultancy and coproduction.
- Our immersive four-module Systems Leadership Programme, usually commissioned over six sessions.

We are now looking for a Training and Consultancy Manager to help us develop, deliver, market and expand this programme of work. We are looking for someone with experience of sales and marketing in a similar environment, but also with knowledge and experience of multiple disadvantage who can deliver some aspects of our training as required. You will be highly organised, commercially minded and able to work closely with team members and associates who also deliver training and consultancy work.

You will join a small and committed team and build deep relationships with local areas across the MEAM Approach network and beyond. You will share our passion of working for, and with, people experiencing multiple disadvantage, and have knowledge of our systemic and intersectional approach. You will be committed to creating equitable access to services for everyone experiencing multiple disadvantage and your collaborative and open approach will match the values of our dedicated team. MEAM values and prioritises different perspectives and all lived experience and as such we welcome applications from all under-represented groups, people with experience of multiple disadvantage and people with convictions. If this role sounds of interest, we would be pleased to hear from you.

Training and Consultancy Manager

Role description

Purpose

To work with the MEAM team and local areas across the country to further develop, deliver, market and expand MEAM's training and consultancy services, and specifically to:

- Develop, coordinate and help deliver our training programmes.
- Lead on sales, marketing and new business for training and consultancy.
- Contribute to commercial strategy.
- Be a valued and active team member.

Accountability

- The Training and Consultancy Manager will report the Head of Systems Practice and work closely with the Head of Partnerships, Networks and Training, the Chief Executive and the wider staff team.

Location

- This post can be home-based anywhere within England, with regular travel for team meetings and training and consultancy delivery.
- Staff have access to a co-working space in London, in agreement with their line manager.
- Team meetings are held monthly in-person.

Main responsibilities

Develop, coordinate and help deliver our training programmes:

- Further develop our training offer to include a regular public 'pay-by-place' training programme, meeting targets as agreed.
- Coordinate and expand the delivery of our private 'in-house' training offer with our team and associates, meeting targets as agreed.
- Deliver parts of our training programme as required, working closely with local areas and drawing on personal knowledge and experience of working in multiple disadvantage services or systems.
- As our business grows, expand the network of associates working with us to deliver training and consultancy services.

Lead on sales, marketing and new business for training and consultancy:

- Develop markets and relationships for MEAM training and consultancy.
- Lead on new business, relationship building, MEAM attendance at events, and our regular 'new business' meeting.
- Work with the team to direct enquiries as needed and secure new work.
- Work with the team to oversee and plan staff allocations, income and expenditure for training and consultancy work.

Commercial strategy

- Lead on a sales and marketing plan for MEAM training and consultancy, reaching across multiple sectors relevant to multiple disadvantage.
- Work with the MEAM Leadership Team to help shape commercial strategy.

Team member:

- Play an active part in the MEAM team, working across teams to ensure successful development and delivery of training and consultancy services.
- To contribute experience and expertise to the MEAM team, getting involved in team discussions and the shaping of work across the organisation.

General

- Roles and objectives in MEAM may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs.

- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive.
- All members of staff are required to operate in accordance with MEAM's values, policies and procedures.

This is a description of the job as it is presently constituted. It is the practice of MEAM to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect business needs. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Person specification

Knowledge

- Detailed knowledge of at least one of the sectors involved in supporting people who experience multiple disadvantage.
- A demonstrable understanding of how services and systems operate and the impact they have on creating and maintaining inequity and disadvantage.
- Knowledge of effective training and consultancy services in the context of multiple disadvantage.

Experience

- Working within one or more of the sectors involved in supporting people who experience multiple disadvantage.
- Delivering effective training and learning to groups of people with varied roles.
- Strong experience of sales, relationship building and taking a commercial approach in the context of learning, training or related services.
- Experience of promoting and marketing services across a range of different channels.
- Supporting and coordinating colleagues to ensure effective delivery.
- Excellent written and oral communication skills, in particular the ability to translate ideas to paper and produce compelling bids, proposals and tenders.
- Attention to detail and ability to develop and shape business and financial processes.
- Credibility with a diverse range of individuals and groups including frontline services, commissioners, policy makers and people with lived experience.
- A commitment to coproduction and a passion for working for, and with, people facing multiple disadvantage.
- A commitment to equity, diversity and inclusion and an intersectional approach to multiple disadvantage.
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General requirements

Essential

- Willingness and ability to work outside normal office hours and travel within England, including regular team meetings.
- Willingness and ability to operate in accordance with the values and policies of MEAM.

- Willingness and ability to work flexibly in response to changing organisational requirements.
- Commitment to bring into the work the views, needs and voices of people with direct experience of multiple disadvantage.

Desirable

- A sound understanding of the causes, consequences and solutions to multiple disadvantage, based on direct experience.

How to apply

Sending in your application

Please submit a covering letter (no more than three pages of A4) clearly setting out how you meet each of the points in the person specification and why you would like to work at MEAM. Please also attach an up to date CV. Please submit both documents by email to info@meam.org.uk by the deadline.

Supporting people with disabilities

MEAM is committed to improving its employment opportunities for people with disabilities. Please let us know if you have a disability we should take into consideration. If you require support, modifications, adjustments, or special equipment to assist you with the recruitment process, please also provide brief details about this. We will contact you to discuss your requirements if you are shortlisted.

Supporting people with experience of multiple disadvantage

MEAM will offer feedback at the application stage to any applicants who have experience of multiple disadvantage. If you are happy for the panel to know if you have had experience of multiple disadvantage and you would like to contact us for feedback on your application, please let us know in your application. All applicants, regardless of their experience, may request feedback following the interview stage.

Privacy Notice for Job Applicants

Data controller: MEAM, Minories House, 2-5 Minories, London EC3N 1BJ

As part of any recruitment process, MEAM collects and processes personal data relating to job applicants. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

What information does MEAM collect?

MEAM collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your gender, ethnic origin, sexual orientation, health and religion or belief.

MEAM collects this information in a variety of ways. For example, data might be contained in application forms, CVs, job application cover letters obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

MEAM will also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made and will inform you that we are doing so.

Data will be stored in MEAM's HR electronic filing systems and email.

Why does MEAM process personal data?

MEAM needs to process your data to enter into a contract with you.

In some cases, MEAM needs to process data to ensure that it is complying with its legal obligations. For example, we are required to check a successful applicant's eligibility to work in the UK before employment starts.

MEAM has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job and assess training needs. We may also need to process data from job applicants to respond to and defend against legal claims.

MEAM will process health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where MEAM processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes. Data that the organisation uses for these purposes is anonymised for reporting purposes and is collected with the express consent of applicants. Applicants are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

MEAM will not use your data for any purpose other than the recruitment exercise for which you have applied, unless you give us permission to do so.

Who has access to data?

Your information will be shared with colleagues in MEAM if access to the data is necessary for the performance of their roles. This includes members of the leadership team and recruitment panel members for this vacancy.

MEAM will not share your data with third parties, unless your application for employment is successful and we make you an offer of employment. MEAM will then share your data with former employers to obtain references for you.

MEAM will not transfer your data outside the European Economic Area.

How does MEAM protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Access to the Info Email and the Recruitment folder is restricted to the leadership team. Hard copies of application forms may be made for shortlisting purposes but personal information, eg Name, Address etc is removed and only supplied to panel for applicants attending the interview. All hard copy papers are shredded at the end of the recruitment procedure.

How long does MEAM keep data?

If your application for employment is unsuccessful, MEAM will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period your data is deleted.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personal file and retained during your employment. The periods for which data will be held will be provided to employees in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require MEAM to change incorrect or incomplete data;
- require MEAM to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where MEAM is relying on its legitimate interests as the legal ground for processing; and
- ask MEAM to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the CEO on info@meam.org.uk. You can make a subject access request by completing a Privacy Rights Request.

If you believe that MEAM has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to MEAM during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

Automated decision-making

Recruitment processes are not based solely on automated decision-making.