



YMCA HUMBER

Training & Engagement Manager

Belong. Contribute. Thrive



Training and Engagement Manager

Salary :	£30,000 - £40,000 per annum
Hours :	40 per week : Permanent Contract
Location :	YMCA Humber, Grimsby.

About Us

At YMCA Humber, we believe that everyone should have the opportunity to learn, develop, have their voice heard and feel connected to their community. Our work is centred around people, from residents and young people to volunteers, service users and local communities, with our team working alongside individuals to help them build confidence, develop skills, overcome barriers and create positive futures.

We are now looking for a passionate and creative Training & Engagement Manager to help us build on this work and create even more opportunities for people to get involved, learn new skills and reach their potential. This is a role for someone who understands that meaningful engagement is about more than simply providing activities or training. It is about listening to people, understanding what matters to them and creating opportunities that are accessible, relevant and genuinely make a difference.

The Role

Our Training & Engagement Manager, will play a key role in developing and delivering YMCA Humber's approach to training, engagement and participation.

Working across our services and communities, the role will focus on identifying opportunities for residents, volunteers and service users to learn, contribute and develop. Building positive relationships with the people who use our services will be central to the role, ensuring their voices, experiences and ideas help shape and improve what we offer.

With energy and creativity you will develop and deliver training sessions, workshops, programmes and engagement activities that people feel motivated to take part in. The role will also involve exploring new and innovative ways to reach people who may not traditionally engage with training and community opportunities, helping ensure everyone has the chance to participate and benefit.

A key part of the role involves understanding what people need and translating this into meaningful opportunities for learning, development and involvement. This could include employability and life skills, volunteering, personal development, community activities, wellbeing, confidence building or other areas identified through engagement with our residents and communities.



ENGAGING PEOPLE AND COMMUNITIES

We want people who access our services to feel they have a voice and that their views matter. You will help create opportunities for residents, service users and volunteers to influence what we do, contribute their ideas and play an active role in the communities.

You will develop strong relationships with residents, volunteers, community groups, partner organisations and other stakeholders. You will listen, build trust and understand the different experiences and needs of the people we work with.

You will also help YMCA Humber strengthen its links with local communities, identifying opportunities to work collaboratively and develop partnerships that create additional opportunities for the people we support.



DEVELOPING SKILLS AND POTENTIAL

We want people to leave YMCA Humber with greater confidence, skills and a stronger sense of what they can achieve.

You will be responsible for creating and coordinating a varied programme of training and development opportunities. You will ensure that learning is engaging, accessible and appropriate for different audiences and abilities.

You will also support volunteers to develop skills and experience, helping them understand the value of their contribution and providing opportunities for them to progress.

Furthermore, you will work with external training providers, community organisations and partners to bring additional expertise and opportunities into YMCA Humber.



GIVING PEOPLE A VOICE

We want our residents, service users and volunteers to be active participants in YMCA Humber, not simply recipients of our services.

You will help develop meaningful ways for people to share their experiences, provide feedback and influence our work. You will ensure that engagement is inclusive and that we actively seek the views of people who may face barriers to participation, creating opportunities for everyone to have their voice heard.

You will help turn feedback into action, ensuring that people can see how their contributions have influenced services, activities and opportunities. You will work with colleagues, residents, service users and volunteers to identify improvements, develop solutions and create positive change across YMCA Humber.



MAKING A DIFFERENCE

At YMCA Humber we know that great engagement should create real outcomes. You will monitor participation, gather feedback and evaluate the impact of training and engagement activities.

You will use this information to understand what is working, identify areas for improvement and demonstrate the difference we are making. You will use both quantitative and qualitative information to tell the story of our impact from participation and skills gained to increased confidence, stronger relationships and improved opportunities.

You will also contribute to reports, funding applications and other evidence that demonstrates the value and impact of our work to partners and stakeholders.



WHAT DOES A SUCCESS LOOK LIKE

Success in this role will be measured not by the number of training sessions delivered or activities organised, but by the difference they make the people empowered, the confidence built, and the lasting impact created.

- It will be about seeing people become more confident.
- It will be about residents discovering new skills and opportunities.
- It will be about volunteers developing their experience and feeling valued.
- It will be about service users having a stronger voice.
- It will be about communities becoming more connected.

And it will be about people who may previously have felt excluded finding a place where they can participate, contribute and belong. You will help make those things happen.



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WHY YMCA HUMBER

YMCA Humber is an organisation that believes in the potential of people.

We know that circumstances can create barriers, but we also know that the right support, opportunities and relationships can help people move forward. That belief sits at the heart of everything we do and it is at the heart of this role.

As our Training & Engagement Manager, you will have the opportunity to do more than deliver training. You will help create opportunities that build confidence, develop skills, strengthen connections and enable people to see what they are capable of, this is a role for someone who wants to make things happen.

- You will have the freedom to bring your ideas, develop new opportunities and explore different ways of engaging people across YMCA Humber and the wider community, working collaboratively with colleagues, partners and communities to create learning and engagement opportunities that are relevant, accessible and genuinely make a difference.
- You will be a confident and engaging communicator who can connect with a wide range of people and make individuals feel welcome, listened to and valued. You will be comfortable delivering training and facilitating groups, but equally confident having a one-to-one conversation, listening to what matters to someone and understanding what might help them take their next step.
- You will bring creativity, energy and curiosity to the role. You will understand that there is no one-size-fits-all approach to engagement and will be willing to challenge conventional thinking, test new ideas and find different ways to reach people who may otherwise feel excluded from opportunities.
- You will also bring the organisation and judgement needed to turn ideas into action. You will be able to manage multiple projects, activities and relationships, plan effectively and ensure that everything you deliver is safe, inclusive, professional and purposeful. But above all, you will care about people.

You will share YMCA Humber’s belief that everyone has potential sometimes they simply need the right opportunity, encouragement or person to help them recognise it. Success in this role will go far beyond the number of training sessions delivered or activities organised, it will be defined by the impact of the work, the confidence built, opportunities created, people empowered and the lasting difference made in our communities.

READY TO MAKE AN IMPACT?

If you are passionate about learning, engagement and community development and want to use your skills to create opportunities that genuinely change lives, we want to hear from you. Come and help us unlock potential, build confidence and create lasting opportunities across our communities.

Join YMCA Humber as our Training & Engagement Manager and help make a difference that lasts.

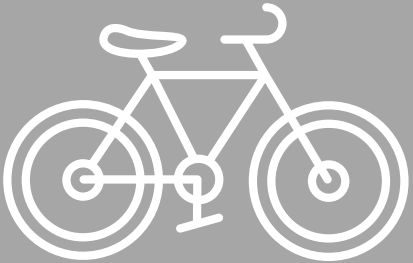
Education and Qualifications

- Teacher / Training and Development Qualification.

Experience and Knowledge

- Delivering training, workshops or engagement programmes.
- Working with residents, volunteers and diverse communities.
- Partnerships with external organisations and providers.
- Supporting people towards training, volunteering or employment.
- Ability to explore new ways of education and training,

YMCA HUMBER *Benefits that support you*

 Buying & Selling Annual Leave	 Cycle To Work Scheme	 Access to Onsite Gym	 Wellbeing Support Sessions	 Staff Uniform Provision
 Free Parking & Expenses	 Real Living Wage Employer	 Training Progression	 Tickets For Good Account	 Blue Light Card Discount

We offer a supportive, inclusive workplace where you can make a real difference. You'll benefit from training and development opportunities, regular support, a positive work-life balance, and access to wellbeing support all within a values-driven organisation that values its people.

Time to Apply and Make a Difference

At YMCA Humber, we are committed to creating supportive, inclusive, and empowering environments where individuals and communities can thrive.

We welcome applications from people who are passionate about making a positive difference, value teamwork and respect, and are committed to delivering high-quality support and services.

Whether you are experienced in the sector or looking to develop your career within a values-driven organisation, we encourage you to apply and become part of a team dedicated to supporting people to reach their full potential.

Applying for a role with YMCA Humber could not be simpler.

Read the job pack carefully to make sure the role is right for you.

Submit your CV and Covering Letter before the closing date to :

Ceinwen Fews : People and Policy Manager

e-mail : ceinwen.fews@ymca-humber.com

phone : 01472 403020 ext 550

Equality, Diversity and Inclusion Statement

Individuals with different cultures, perspectives and experiences are at the heart of the what YMCA Humber operates, and whilst our core values of 'protect, trust, hope and persevere' are based upon Christian principles, our desire and aim is to recruit, develop and retain the most talented people, irrespective of background, making best use of their talents.

YMCA Humber is committed to building inclusive, resilient communities.
We welcome applications from all backgrounds and life experiences.