

Training and Capacity Building Manager

Salary	42,500 (FTE)
Duration	12 Months Fixed Term (Possibility of extension)
Hours of work:	35 Hours (FTE)
Location:	Hybrid
Reports to:	Executive Director (Interim)

About Us

FORWARD (Foundation for Women's Health Research and Development) is a pioneering African women-led organisation working to end multiple forms of violence against women and girls, including female genital mutilation (FGM), child marriage, domestic abuse, faith-based abuse and related harms.

Our vision is for African women and girls everywhere to have equality, live in dignity, be healthy and thrive free from violence. Our mission is to transform responses to violence against African women and girls through the delivery of specialist support services, partnership and leadership development, community interventions, and advocacy.

FORWARD marked its 40th anniversary in 2025. Building on four decades of specialist knowledge, community-based practice and partnerships, we are entering an exciting phase of development and are committed to strengthening and scaling our training, organisational learning and capacity-building offer. We are looking for a self-motivated, proactive and experienced Training and Capacity Building Manager who is passionate about turning knowledge and expertise into high-quality learning that strengthens practice and builds the confidence and capability of professionals, communities and partner organisations.

What's it like working at FORWARD?

We have a culture of encouraging creativity. Bringing ideas and solutions to complex problems is welcomed as part of the role. We believe in connectivity, and ensure that we connect as a team by being together in our London office as much as we can. We are committed to building a truly diverse team and have a commitment to equality, diversity and inclusivity as part of who we are and everything we do. We are a values-driven organisation and expect all our staff to exhibit a commitment to these through their working practice. As an organisation that tackles multiple forms of abuse, staff are supported to embrace a culture of well-being and continuous improvement, feedback and feeling able to challenge each other to succeed.

About the Role

This is an exciting opportunity to help shape the next chapter of FORWARD's training, learning and capacity-building work. As Training and Capacity Building Manager, you will lead our approach to training, organisational learning and capacity strengthening, helping staff, volunteers, partners and wider networks develop the knowledge, skills and confidence to make a lasting difference in the lives of African women and girls. You will shape and grow a high-quality training and capacity-building offer – identifying learning needs, developing engaging and accessible training and resources, and ensuring learning is captured and used to continually strengthen our practice. Working collaboratively across FORWARD and with external partners, trainers and specialists, you will ensure our learning is relevant, inclusive and rooted in the realities of the communities we work alongside. This role will suit someone who combines strategic thinking with practical delivery and is excited by the opportunity to build on FORWARD's 40 years of knowledge and experience.

How Will You Make a Difference?

You will turn FORWARD's knowledge and experience into meaningful learning that strengthens people, practice and organisations. Your role will involve building confidence, improving responses to violence against women and girls, and extending the reach and impact of our work.

Training and Capacity Building Strategy (15%)

- Lead the development and implementation of FORWARD's training and capacity-building strategy, ensuring it supports our organisational priorities and ambitions for growth.
- Develop annual training and capacity-building plans, priorities and budgets.
- Work with senior leaders and programme teams to identify opportunities to strengthen the knowledge, skills and capability of staff, volunteers, partners and wider stakeholders.
- Embed capacity strengthening within programme design and delivery, using approaches including training, coaching, mentoring, peer learning and communities of practice.
- Keep abreast of emerging practice and innovation in adult learning, organisational development and capacity strengthening, bringing relevant learning into FORWARD's work.

Learning Programme Design and Delivery (15%)

- Identify and assess learning and capacity-building needs across FORWARD's staff, volunteers, partners and wider networks, using feedback, programme data, evaluation and organisational priorities.
- Translate identified needs into engaging, accessible and practical learning programmes, pathways and resources.
- Design and deliver high-quality workshops, training sessions and other learning opportunities using participatory and culturally responsive approaches.
- Develop and commission training materials, facilitator guides, toolkits, online learning and other practical resources.
- Develop blended and innovative approaches to learning, including webinars, digital learning, peer-to-peer learning and communities of practice.
- Commission and manage external trainers and specialists where required.

Partner and Facilitator Capacity Strengthening (15%)

- Work alongside programme and partnership teams to identify the organisational and technical capacity needs of partners and develop tailored approaches to address them.
- Support partners to strengthen skills, systems, programme delivery and organisational effectiveness in ways that build sustainable capability.
- Develop train-the-trainer and facilitator development approaches that enable staff, partners and associates to confidently deliver FORWARD training and learning.
- Facilitate peer learning, reflective practice and knowledge exchange across FORWARD's networks and partnerships.
- Capture and share learning, good practice and practical tools that strengthen practice across the organisation and beyond.

Quality, Learning and Impact (10%)

- Establish and maintain clear quality standards for FORWARD's training and capacity-building offer, ensuring consistency across internal and externally delivered learning.
- Develop proportionate approaches to measuring the reach, quality and effectiveness of training and capacity-building activities.

- Assess changes in knowledge, confidence, skills, practice and organisational capacity, working with programme and MEAL colleagues where appropriate.
- Use feedback, evidence and learning to continually improve training content, delivery and approaches.
- Report on training outputs, outcomes and impact for senior management, trustees, partners and funders as required.

Partnerships, Growth and Income Generation (15%)

- Build strong relationships with training partners, practitioners, consultants, academic institutions and other specialist networks.
- Identify opportunities to extend the reach and impact of FORWARD's training and capacity-building expertise through new partnerships and collaborations.
- Work with fundraising and programme colleagues to develop compelling training and capacity-building proposals, budgets and funding applications.
- Explore opportunities to develop FORWARD's training expertise into sustainable earned-income and commissioned training opportunities, where appropriate.
- Represent FORWARD at relevant external events and networks, sharing our expertise and strengthening our profile as a leader in preventing and responding to violence against African women and girls.

Management and Organisational Leadership (20%)

- Manage training and capacity-building budgets, resources, consultants and suppliers effectively and in line with FORWARD's procedures.
- Provide supportive leadership and management to staff or associates within the training and capacity-building function.
- Ensure appropriate safeguarding, risk management, accessibility and inclusion are embedded throughout learning activities.
- Work collaboratively across teams and contribute to wider organisational planning, learning and development.
- Champion a culture of curiosity, reflection, shared learning and continuous improvement across FORWARD.

General Responsibilities (10%)

- Keep abreast of emerging practice and innovation in adult learning, organisational development and capacity strengthening.
- Comply with FORWARD's Equal Opportunities and Health & Safety policies.
- Abide by organisational policies, code of conduct and practices.
- Participate in supervision sessions and annual appraisals.
- Adhere to safeguarding, GDPR and ethical storytelling standards.
- Attend relevant training to fulfil job requirements.
- Participate in and attend team meetings, external meetings, events and operational meetings.
- Be proactive in professional development.
- Willingness to support events outside standard working hours.
- Be self-servicing and work flexibly as a member of the team.
- Carry out any other duties appropriate for the role that are necessary for the effective functioning of the organisation.
- Uphold confidentiality in line with FORWARD's policies and Common Law obligations.

What Success Will Look Like

In this role, you will help FORWARD establish a strong, sustainable approach to training and capacity building. Success will include:

- A clear training and capacity-building strategy, informed by the needs of our staff, partners and wider networks.
- A high-quality and accessible learning offer that builds on FORWARD's specialist knowledge and responds to identified needs.
- Stronger capacity among staff, partners and facilitators, with learning increasingly shared and embedded across our work.
- Clear quality standards and evidence of how training contributes to changes in knowledge, confidence, practice and organisational capability.
- Increased reach through partnerships, train-the-trainer approaches and new opportunities to share FORWARD's expertise.
- A culture of continuous learning, where evidence, feedback and reflection are used to strengthen our practice and impact.

Our Benefits

We offer a wide range of employee benefits including:

- Excellent annual leave entitlement
- Pension scheme
- Employee Assistance Programme
- Flexible working
- Opportunities for training and professional development

Safeguarding and Compliance

FORWARD is committed to creating a safe and respectful environment for everyone we work with. The postholder will be expected to uphold FORWARD's values and safeguarding responsibilities and comply with relevant organisational policies, including safeguarding, prevention of sexual exploitation, abuse and harassment (PSEAH), equality and inclusion, data protection, health and safety, and our Code of Conduct.

The role will require particular sensitivity when developing and delivering learning on violence against women and girls, ensuring training is safe, survivor-centred and trauma-informed.

Where the role involves direct contact with children, young people or adults at risk, appropriate safeguarding checks will be undertaken.

This job description is not exhaustive and is intended as a guide to the main responsibilities. The post holder may be required to undertake other duties, and the role may develop in line with the evolving needs of the organisation.

PERSONS SPECIFICATION

We are looking for an experienced and thoughtful learning & capacity-building professional who combines strategic thinking with practical delivery. You will be comfortable building something new, working collaboratively with others and turning knowledge & experience into learning that makes a difference.

Essential Criteria	Desirable Criteria
Experience	
• Significant experience in training, learning & development, organisational development or capacity building, ideally within the charity, intl. development, community or wider social-impact sector. • Developing & implementing training or capacity-building strategies, plans or programmes. • Strong designing & facilitating engaging learning for diverse audiences, both in person & online. • Identifying learning & capacity needs & translating these into practical, accessible learning solutions. • Developing training materials, toolkits, guidance & other learning resources. • Working collaboratively with partners & stakeholders to strengthen skills, practice or organisational capability. • Evaluating training & learning, using feedback & evidence to demonstrate impact & improve future delivery. • Managing projects, budgets, external trainers, consultants or other learning providers.	• Working within the violence against women & girls, women's rights, safeguarding, health or international development sectors. • Developing or delivering train-the-trainer programmes & strengthening the facilitation capability of others. • Organisational capacity assessments, coaching, mentoring or organisational development. • Developing commissioned training, consultancy or other earned-income learning offers. • Contributing to funding proposals, donor reporting or externally funded programmes.
Knowledge & Skills	
• Strong understanding of adult learning & participatory approaches, with the ability to apply these in different cultural & organisational contexts. • Excellent facilitation & communication skills, with the confidence to engage, challenge & support a wide range of audiences. • Strong relationship-building & influencing skills, with the ability to build trust & work collaboratively across teams, organisations & communities. • Ability to think strategically while remaining comfortable with hands-on delivery. • Confidence using digital & blended approaches to learning. • Strong planning & project-management skills, with the ability to manage competing priorities & take work from idea through to delivery. • A coaching & capacity-building approach, supporting individuals, teams & partners to recognise strengths, identify areas for development & build sustainable solutions. • Understanding of inclusive & accessible learning & a commitment to ensuring diverse perspectives, experiences & learning needs are reflected in programme design. • Ability to use data, feedback & learning to assess effectiveness & support continuous improvement.	• Relevant professional qualification in learning & development, education, training, organisational development or a related field, or equivalent professional experience.
Values & Commitment	
• A strong commitment to FORWARD's mission and values, including gender justice, dignity, and the rights of African women & girls. • Cultural sensitivity and the ability to work respectfully and effectively with diverse communities and stakeholders. • Commitment to confidentiality, safeguarding, and ethical practice.	

How to Apply

At FORWARD, we are committed to creating inclusive learning experiences that are evidence-informed, culturally responsive and centred on the voices and experiences of the communities we serve. We welcome applications from individuals whose skills and lived or professional experience will strengthen our mission and help us create lasting social change.

Application deadline: **05th November 2026**

Interviews: **Week commencing 23rd November 2026**

Please submit **your CV and a supporting statement** of no more than 1,500 words, providing specific examples of how your experience, skills and approach meet the person specification.

In your cover letter, please don't repeat the information covered in your CV, but do include how you meet the job specifications and why you feel you're the best person for this role.

Your covering letter should include:

- Why you would like to work for FORWARD?
- Why this particular role interests you?

Please use the job description and person specification information in this application pack to detail your suitability. If you would like to submit your application in a different format, please get in touch via email or phone (020 8960 4000) and we can discuss how best to facilitate your request. CVs submitted on their own, without a supporting covering letter, will not be considered. **CVs submitted on their own, without a supporting statement, will not be considered.**

If this opportunity sounds exciting to you but your experience, skills or qualifications don't match every requirement exactly, we would still encourage you to apply - you may just be the perfect fit.

FORWARD is committed to promoting equal opportunities in employment. Applicants will receive equal treatment regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

This post is restricted to women applicants only, as a genuine occupational requirement under Schedule 9, Part 1 of the Equality Act 2010.

If you would like to discuss any aspect of the role or the application process please email recruitment@forwarduk.org.uk and we would be delighted to answer any queries you may have.