



A Better Tomorrow

Building recovery, resilience and opportunity in our communities

JOB DESCRIPTION

Job Title:	Recovery Education and Skills Manager
Based:	Telford
Reports to:	Chief Executive Officer (CEO)
Salary:	£30,000 - £33,000
Contract Type:	Full-time 35 hours a week

About A Better Tomorrow

A Better Tomorrow is a Telford-based charity dedicated to improving the lives of people facing some of the most complex challenges in our communities. We work across recovery from substance use, mental health, homelessness, and domestic abuse, partnering with organisations including Telford & Wrekin Council, MPFT, and justice and housing services to deliver real, lasting change.

We believe in the power of lived experience, community connection, and practical support to help people rebuild their lives. This role is central to that mission.

Purpose of the Role

The Recovery Education and Skills Manager is responsible for leading, developing, and overseeing a programme of engaging learning opportunities for adults with complex needs. This includes individuals in recovery from drug or alcohol dependency, those experiencing mental health challenges, women fleeing domestic abuse, and people who are homeless or at risk of homelessness.

The role combines strategic programme management with hands-on coordination and direct delivery. The post holder will manage a team of lived experience facilitators who deliver group sessions and activities, while also developing the wider educational and training offer by bringing external training providers and educational organisations into the charity to deliver courses such as English, Maths, and vocational skills.

This is a leadership role reporting directly to the CEO, with responsibility for tracking and reporting on programme performance, learner outcomes, and the ongoing development of the charity's educational provision.

Key Responsibilities

Programme Leadership and Development

- Lead the development, delivery and coordination of a broad range of learning opportunities and activities, including recovery-focused groups, life skills programmes, wellbeing workshops, and practical skills sessions.
- Develop and manage the charity's educational partnerships, bringing external providers onsite to deliver accredited and non-accredited courses (e.g. English, Maths, IT, vocational qualifications).
- Ensure programmes are flexible, learner-centred, and responsive to the diverse needs of adults with complex circumstances.
- Deliver 1:1 and small group training as required.
- Continuously review and improve the programme offer, using learner feedback and outcome data to inform development.

Team Management

- Line manage and support a team of lived experience facilitators who deliver group sessions, peer support, and recovery-focused activities.
- Provide supervision, guidance, and development opportunities for team members.
- Coordinate timetabling, session planning, and resource allocation across the programme.
- Develop and coordinate delivery of the annual training and development plan for the staff and volunteers.

Delivery and Facilitation

- Oversee the delivery of group sessions, workshops, and practical activities that support recovery, wellbeing, and skills development.
- Step in to deliver sessions where needed, and model best practice in facilitation.
- Ensure the quality of all facilitated sessions.
- Encourage learner participation, engagement, and personal growth across all programmes.

Reporting and Strategic Contribution

- Prepare regular reports on programme performance, learner outcomes, and development for the CEO.
- Contribute to strategic planning, identifying opportunities to expand the educational and skills offer.
- Support the development of the charity's education and training strategy.
- Act as a point of contact for external education partners, representing the charity's provision.

Partnerships and Collaboration

- Build and maintain relationships with community organisations, training providers, colleges, and external professionals.
- Identify and pursue opportunities for new educational partnerships that benefit learners.
- Attend relevant networking development events as required.
- Collaborate with wider staff to provide a holistic and supportive learning environment.

Monitoring and Evaluation

- Track learner engagement, progress, and outcomes across all programmes.
- Contribute to organisational quality assurance, compliance with funding requirements, and inspection readiness.

Safeguarding and Wellbeing

- Promote the safety, wellbeing, and welfare of all learners.
- Ensure a trauma-informed, recovery-focused approach across all programmes, demonstrating empathy, patience, and understanding of addiction, mental health challenges, homelessness, and domestic abuse.

Person Specification

Essential Criteria

- Experience coordinating or managing group programmes in community or educational settings.
- Experience working with adults with complex needs.
- Experience delivering practical, vocational, or life education/skills programmes.
- Formal training qualification.
- Demonstrable experience of managing or supervising staff or volunteers.
- Strong organisational, planning, and communication skills.
- Ability to build and manage partnerships with external providers and community organisations.
- Full driving licence and access to a vehicle.
- Ability to produce clear reports and updates for senior leadership.
- Creative and innovative approach to training and education development.
- Flexible, proactive, and learner-centred approach.

- Up to date knowledge of the training and development landscape and provision across Shropshire, Telford & Wrekin.

Desirable Criteria

- Lived experience of recovery, mental health challenges, or related issues is welcomed and valued, though not essential.
- Degree-level education in a relevant field (social sciences, health, education, or similar).
- Knowledge of recovery approaches, peer-led programmes, and wellbeing frameworks.
- Level 4 qualification in management, leadership, or a related field.
- Experience developing educational partnerships or commissioning external training provision.
- Experience with programme monitoring, evaluation, or quality improvement.
- Interest in progressing to a more senior leadership role within the organisation.

Safeguarding

A Better Tomorrow is committed to safeguarding and promoting the welfare of vulnerable adults. All appointments are subject to appropriate safeguarding checks, including an enhanced DBS check and Adults Barred List check.



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JOB ADVERT

Recovery Education and Skills Manager

Based: Telford | Salary: £30,000 - £33,000

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About A Better Tomorrow

A Better Tomorrow is a Telford-based charity working to improve outcomes for people facing complex challenges including addiction, mental health difficulties, homelessness, and domestic abuse. We partner with local authorities, NHS services, housing providers, and justice agencies to deliver community-based support that makes a genuine difference.

About the Role

We are looking for a motivated and experienced Recovery Education and Skills Manager to lead the development and delivery of our learning and skills programmes and activities for adults with complex needs.

You will manage a team of lived experience facilitators who deliver recovery-focused groups, peer support sessions, and wellbeing activities. You will also develop the charity's wider educational and training offer by building partnerships with external training providers to bring courses such as English, Maths, and vocational qualifications into our organisation.

This is a leadership role reporting directly to the CEO, with genuine scope for growth as the charity develops.

About You

You are an organised, proactive leader with experience in coordinating and managing adult programmes in community or educational settings. You are committed to inclusive, learner-centred practice and understand the challenges faced by adults with complex needs.

You will have:

- Experience coordinating or managing group programmes in community or educational settings.
- Experience working with adults with complex needs.
- Experience delivering practical, vocational, or life education/skills programmes.
- Formal training qualification.
- Experience of managing or supervising staff or volunteers.
- Strong communication, organisational, and partnership-building skills.
- Full driving licence and access to a vehicle.
- A creative, innovative, and learner-centred approach.

It would be great if you also have:

- Lived experience of recovery or related challenges (welcomed and valued, though not essential).
- Degree-level education in a relevant field.
- Knowledge of recovery approaches, peer-led programmes, and wellbeing frameworks.
- Level 4 qualification in management, leadership, or a related field.
- Experience developing educational partnerships or bringing in external training provision.
- Experience with programme monitoring, evaluation, or quality improvement.

Why Join Us?

- Be part of a growing charity making a real difference in Telford and beyond.
- Lead a meaningful programme of work that directly supports people in recovery and crisis.
- Manage a team of passionate, lived experience facilitators.
- Genuine opportunities for professional development and career progression into senior leadership.
- Work in a supportive, values-driven organisation that believes in second chances.

Safeguarding

We are committed to safeguarding and promoting the welfare of vulnerable adults. All appointments are subject to appropriate safeguarding checks, including an enhanced DBS and Adults Barred List check.

How to Apply

To apply, please send your CV and a covering letter outlining your suitability for the role to scott@abtgroup.org.uk.

Closing date: 24 April 2026

Interviews: 5 May 2026

Please note that only shortlisted candidates will be contacted.

A Better Tomorrow | ABT Group

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