

Job Description

Title: Training Coordinator

Summary/Purpose: To provide administrative support and data to the Sales and Marketing team, contributing to the efficiency and effectiveness of the centre.

Reporting to: Operations Manager

Supervising: N/A

Duties and Responsibilities:

Specific

- Responsible for working with Training Coordinators, Programme Managers and the Operation Manager to coordinate group training, apprenticeship and individual programme events across the UK and internationally
- Accountable for ensuring all group training, apprenticeship and individual programme materials are saved in the client folder for easy access for future events
- Accountable for signing off logistics invoices, flagging up any discrepancies in a timely manner
- Responsible for collating group training, apprenticeship and individual programme evaluations feedback and sending on to relevant team member for review in a timely manner
- Attend weekly group training planning meeting
- Responsible for ensuring the quality of data, monitoring information contained in CRM ensuring information is accurate and complete
- Responsible for contacting clients and facilitators to arrange training events to update details and identify current needs and potential opportunities. Passing onto relevant team member in a timely manner
- Responsible for researching and identifying prospect clients and passing details onto sales team
- Identify opportunities and forward potential sales leads to the relevant department
- Accountable for providing data-led, relevant insights and recommendations to support top level strategy
- Accountable for identifying operational specifications and develop reporting solutions to drive performance management
- Accountable for creating, run and edit reports for sales and marketing team on weekly/monthly basis
- Responsible for proofreading documents
- Responsible for providing general administrative support including answering, transferring calls; general day to day offices / administrative duties, including filing, photocopying, shredding;
- Responsible for monitoring stock levels for printed stationary, books and marketing materials and inform Office Manager if stock is low
- Ad hoc tasks to support the team and covering work for staff members, as required

General

- To ensure security of company assets
- To comply with all company policies and procedures
- To comply with the companies safeguarding policy & procedure
- To comply with Equal Opportunities Legislation and be proactive in challenging prejudice, discrimination and stereotyping.
- To implement in full the Company's quality policies and procedures.
- To consult the Company Health and Safety Policy with regards to their specific responsibilities as described in the general arrangements section
- To give consideration to their actions at work as to how they may affect the safety of Learners, clients and visitors to Company premises

- Support and demonstrate the organisations core values
- Ownership mindset. Demonstrates accountability and reliability, taking responsibility for own actions and timely achievement of KPI's.
- Co-operate with all staff to achieve a healthy and safe workplace and reporting any risks identified, at the company's or others premises, to the designated Health and Safety Officer.
- Other duties that may be identified from time to time by the Company.
- Attend relevant training / personal development programmes

Person Specification

| | Essential | Desirable |
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| Experience & Qualifications | Experience of working in a target driven commercial environment Experience within customer service / sales / telesales Experience of working with CRM | Experience of working across sectors and industries |
| Skills | Attention to detail Strong analytical and numerical skills Interpersonal skills Good listener Planning and organisational skills Well organised and structure approach to work Ability to work to deadlines and targets IT Literate | Advanced Excel user |
| Knowledge | Good working knowledge of sales cycle | Safeguarding & Prevent Knowledge and understanding |
| Characteristics | Empowers others Demonstrates a passion for learning Demonstrates a commitment to inclusion Fosters growth by proactively improving processes and practices Self-motivated, self starter. Flexible in approach. Ability to work under pressure Reliable Enthusiastic Team player | |