

Role Profile & Person Specification Training Coordinator

Responsible to: Managing Director
Responsible for: N/A
Role Hours: Full Time – 35 Hours Per Week (Monday to Friday)
Role Status: Fixed Term for 6-9 months

Summary of main responsibilities

- To ensure the smooth running of training events across our client base.
- Work with the wider team to assist with the management of bookings, training events and preparation of courses.
- To ensure the appropriate processes are in place and documented.
- To provide absence cover, where required.

General management responsibilities (where a management role)

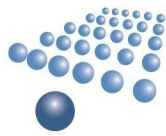
- N/A
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Key Deliverables

- Schedule and coordinate training courses.
- Process bookings and manage course registrations.
- Provide first-line customer support to our Clients, Trainers and Delegates.
- Organise appropriate venues (when possible) and ensure they meet required criteria.
- Manage communication with and between Venues, Trainers and Delegates.
- Order, prepare and send training materials to Trainers.
- Send pre-course information to Delegates.
- Update training materials as required.
- Work closely with the other Training Coordinators.
- Ensure that all processes are documented and maintain such documentation.
- Ensure that all work is carried out in line with relevant legislation (e.g. Data Protection).
- Troubleshoot and assist a wider team where required depending on workload.
- Provide weekend telephone cover (Saturday morning) on a rota basis, where required.

Reporting

- Provide reporting/updates to management staff as required.



PERSON SPECIFICATION

Professional Experience

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none">● Good general education.	<ul style="list-style-type: none">● Current clean driving license.
Business & Administration	<ul style="list-style-type: none">● Excellent Administration skills.● Top level customer service skills.● High level of attention to detail.● Process oriented.	<ul style="list-style-type: none">● Previous experience in a training co-ordination or events management role.
Technology	<ul style="list-style-type: none">● Experience of MS Office suite, including word, excel, PowerPoint etc.● Ability to learn new systems quickly.● Good understanding of office technology & role of effective IT systems.	<ul style="list-style-type: none">● Experience of using G-Suite for business.

Personal Attributes

- Strong team player committed to a team working approach.
- Excellent oral and written communications skills.
- Driven to deliver excellent customer service.
- Uses own initiative.
- Able to work independently at pace and manage own workload.
- Able to adapt to quickly changing situations.
- Professional and responsible.