

Role profile

Description of role and context

Job title	Training Coordinator		
Department/team	Practitioner Development Operations	Hours of work	9am -5.30pm
Line manager	Practitioner Development Operations Manager	Line reports	None

Role purpose

The purpose of the role is to provide a quality training program coordination service for participants and delivery teams.

How this role fits into the business

This role sits within the Practitioner Development Operations team, working alongside a team of 3 other coordinators. The team forms part of Professional Services business which provides training in our Psychometric Instruments as well as Consultancy services.

Key responsibilities

- Provide a high-quality coordination service including liaison with trainers, venues, and couriers to ensure training programs run smoothly
- Act as a key contact for all clients attending training programs. Provide an efficient service, owning and responding to queries
- Ensure customers receive a high quality, professional pre to post training program experience
- Collate and distribute all supporting program documentation for customers and trainers, ensuring all administration is completed in a professional and timely manner with a key focus on attention to detail
- Oversee the administration of customer fieldwork and essays
- Act as a liaison between stakeholders in respect of key customer or program information
- Monitor and manage customers program qualification status
- Measure client satisfaction levels, reporting on issues adversely affecting customer relationships
- Provide office support and guidance to trainers, ensuring they are well equipped for training delivery

- Book accommodation and travel for trainers, effectively managing costs
- Complete financial investigations and reporting when required
- Contribute to training program reviews, compiling information and collaborating with training program (course) managers
- Undertake estimates of training expenses for the sales team to provide quotes for clients
- Ensure program coordination adheres to data protection rules
- Manage occurrences of training program transfers or cancellations and follow terms of business for training programs
- Support accurate billing to customers for any training fees

Other responsibilities

- Provide elements of reception cover (with the wider Operations team)
- Plan for and organise hand overs in the team for periods of absence
- Carry out other such duties as may reasonably be required, commensurate with the grade of this post

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

Person specification

Knowledge

Essential:

- Numerate and literate to a good standard

Desirable:

- Admin, business or events qualification

Experience

Essential:

- Experience of working within a commercial office environment
- Customer service experience

Desirable:

- Coordination experience (training, events or projects)

Technical skills and abilities (or technical competencies)

Essential:

- MS Word, Excel, Outlook and Windows
- Strong prioritisation skills
- Ability to maintain accuracy and execute tasks under pressure
- Strong communication with individuals at all levels (internal and external)

Desirable:

- Working knowledge of an ERP and/ or CRM system

Qualifications / training

Essential:

- GCSE level education (Maths and English grade C or above)

Desirable:

- A Level or graduate level education

Person specification continued

Behavioural competencies

This section highlights the behaviours from the The Myers-Briggs Company competency framework that are **top priority** for this role. This does not mean that the others are not relevant, rather that those in bold are the behaviours that are **most critical to success**. Performance against these essential behaviours will be assessed in selection and considered within the performance appraisal process when evaluating the way an individual has approached their objectives.

Competency	Level	Competency	Level
Client focus	2	Commercial focus	1
Innovation and initiative	1	Integrity	
Interpersonal effectiveness	1	Passion, commitment and drive	
Planning and organisation	2	Problem solving and judgement	
Resilience and flexibility		Self development	
Team working	2	Managing and leading	
Written communication		Technology orientation	

Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position are as follows:

Salary

Commensurate with experience

Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum
- Free individual private healthcare and dental cover
- Group personal pension scheme where The Myers-Briggs Company matches individual contributions between 3% and 5% (eligible to join after three months)
- Life assurance, paying four times salary
- Parking available on site
- Employee Assistance Programme
- Long Term Disability Insurance

Notice period

The contractual notice period for staff in the above post is one month on either side during the first 12 months, increasing to two months thereafter.

Probationary period

3 months

Hours of work

37.5 hours per week. 9.00 – 5.30 with 1 hour lunch.

Date role profile updated: 23 October 2018