

Role Title	Training and Programme Coordinator
Hours	Full Time – 37.5 Hours (Mon-Fri)
Salary	£26,000
Main Work Location	Home based located in North UK travel every 6 weeks to the Midlands for Team Days.

Role Overview

Join us at MOVE Europe enabling disabled children and young people to learn independence through movement, as our Training and Programme Coordinator. Reporting to the Charity Manager of MOVE Europe, and joining a small, agile, and highly effective team, the owner of this role will play a pivotal part in the organisation's growth ambitions. MOVE Europe has been a non-profit organisation for the last 26 years and we welcome an innovative person to join us in continuing to thrive.

To ensure disabled children and young people to learn independence through movement we have developed the MOVE programme which is used by over 150 educational settings and physiotherapy teams across the UK.

The main purpose of the role is to continue to support our current MOVE special educational settings using the MOVE Programme alongside establishing new growth across the North of the UK. This role will include a variety of responsibilities such as introducing MOVE training to educational settings and physiotherapy teams, supporting and developing relationships with our MOVE Network and delivering MOVE Programme training both in person and virtually to new settings. As part of our long-term strategy, a key goal of ours is to grow our network considerably, therefore the successful candidate will play a pivotal role in this ambition.

Furthermore, MOVE Europe is in an exciting stage of implementing our new training offer. A key part of this role will be to lead on the development and dissemination of this new model. The role will require a skill set equipped with strong communication, creativity and project development abilities who has experience of presenting to key stakeholders.

What You Will Be Doing

Operational:

- Maximise opportunities for business growth, driving income by identifying market opportunities and using initiative to effectively communicate with all current and potential customers, providing accurate information on the range of services offered and influencing sales.
- Work with the Business Administrator to coordinate all MOVE training courses, maintain strong communication links with all parties throughout the process from the first point of contact, through to booking and to completion of the course.
- Ensure all customers receive an exceptional standard of service through the timely delivery of all elements of the MOVE customer journey in line with organisational processes.
- Lead on the coordination and delivery of MOVE Europe's training and disseminate our new training offer to MOVE Associate Trainers, existing MOVE settings and new customers.

- Develop close working relationships with our MOVE Associate Trainers to maintain the quality of our trainers and grow this network.
- Lead on support for all member organisations across the North of England and Scotland, including regional network meetings, quality mark assessments and 1:1 support service.
- Work with the Events and Programme Coordinator to deliver a successful annual conference and other events across the year, including sector exhibitions, and in-person networking events for MOVE member organisations.
- Effectively represent the MOVE Europe organisation, utilising strong public speaking skills to deliver presentations and training on the MOVE Programme through webinars, practitioner training and presentations for other organisations
- Occasional travel including overnight stays to deliver training and/or other MOVE services such as quality mark assessments and consultancy days.
- Work with the Charity Manager and the Senior Trusts and Foundations Fundraiser to scope development projects and identify areas where fundraising can be utilised to develop MOVE Programme growth with prospect settings.
- Work with the MOVE Europe team to ensure effective impact reporting processes and practices are incorporated across the organisation's activities and to monitor all evaluation requirements for any funded projects.
- Manage the organisation's CRM, including developing associated processes and ensuring data accuracy.
- Create effective and efficient processes across the organisation to drive continuous improvements across all our services.
- Any other duties that may be required from time to time.

Quality:

- Ensure the highest standards of customer service, record keeping and administration.
- Drive quality improvements throughout the organisation through the development of new initiatives for our customers and improved internal processes.
- Assist with the development and implementation of impact measurement processes, to ensure our beneficiaries are achieving the best possible outcomes.
- Deliver the highest quality training and event services, engaging various stakeholders to ensure this is the case and providing effective feedback if the occasion arises where it is not.
- Work within the confines of, and fully understand General Data Protection Regulations, maintaining confidentiality of data.

- Adhere to organisation policies and procedures and ensure that these are understood and adhered to.

Finance:

- Maintain responsibility for the delivery of forecasted income for some services and ensure these are delivered within budgeted expenditure.
- Achieve income targets set annually and maintain a strict approach to expenditure control.
- To be able to use funding effectively and to work closely with the Senior Trust and Foundations Lead in identifying funding opportunities.

Key Result Areas

- Delivery of budgets, KPIs and business plan objectives.
- Increase in customers using the MOVE Programme, across the UK and Europe by 20% annually.
- Incorporate our values into everyday practice across the MOVE network.

Our Values

We live by our values which underpin all that we do here at MOVE Europe

Dare to Dream

Pursue Excellence

Better Together

About You: The Person Specification

Skills and Knowledge

Essential

- You're a motivated, ambitious self-starter, excited by growing income.
- You have experience of presenting to key stakeholders.
- You have a high standard of written English, able to effectively persuade and influence through the presentation of engaging written material, using Microsoft Office programmes.
- You have strong interpersonal skills and are an effective verbal and written communicator.

- You have the ability to influence sales and the communication skills to ensure all customers understand the benefits of all services we provide.
- To be able to work on multiple projects through effective time management.

Desirable

- You have knowledge/experience of working within the education/health sector.
- You can use CRM functions confidently.
- You have knowledge and experience of using the MOVE Programme.

Experience and Qualifications

Essential

- You have a relevant qualification or significant demonstrable experience in this field.
- You are educated to A level or equivalent, particularly in Maths and English.
- You have experience of building and developing professional relationships with key stakeholders.
- Working in a customer facing role.
- Creating databases and managing Excel spreadsheets.
- Working on own initiative and in a team.
- You have a full, clean driving license.

Desirable

- You have experience working in with small charities where self-direction and using initiative is key.
- You have experience working in SEND, disability, or education charities.
- You have delivered training/external presentations.
- You are educated to College/Undergraduate level in an Education or Health Qualification.

Personal Attributes

Essential

- You have a positive, can-do approach and thrive well in a collaborative and flexible team environment.

- You are proactive and excited by change and growth. As a small charity we continue to grow which mean we maintain a flexible, agile approach to our growing team and its function.
- You have a keen eye for detail and a high level of accuracy in your work.
- You're passionate about delivering impact for disabled children and young people, and you use this passion to be an ambassador for the organisation when engaging with external stakeholders