



Role Profile

Delivery Officer – Training and Development

About ARMA

[ARMA \(UK\)](#) is the professional association for research management in the UK. We currently have around 3,5000 individual members from 250 organisations, ranging from universities and research institutes to research funders and the National Health Service. We represent research leaders, managers and administrators, offering professional development and opportunities to build networks, knowledge and skills. We work with UK-wide and international bodies to influence and understand the changing research management agenda, translating the impacts of that change for our members. We work with others to promote public trust in research, communicating its benefits and value. Most of all, we work to enhance research management as a professional partner in the UK research environment. We provide a wide range of membership benefits and development opportunities, including a comprehensive programme of live and recorded workshops and webinars, Virtual Study Tours in partnership with funders, an annual conference, a comprehensive website, and regular communications including a weekly e-Newsletter and biannual members' magazine. Our members can join a number of Special Interest Group forums and receive careers advice and mentoring.

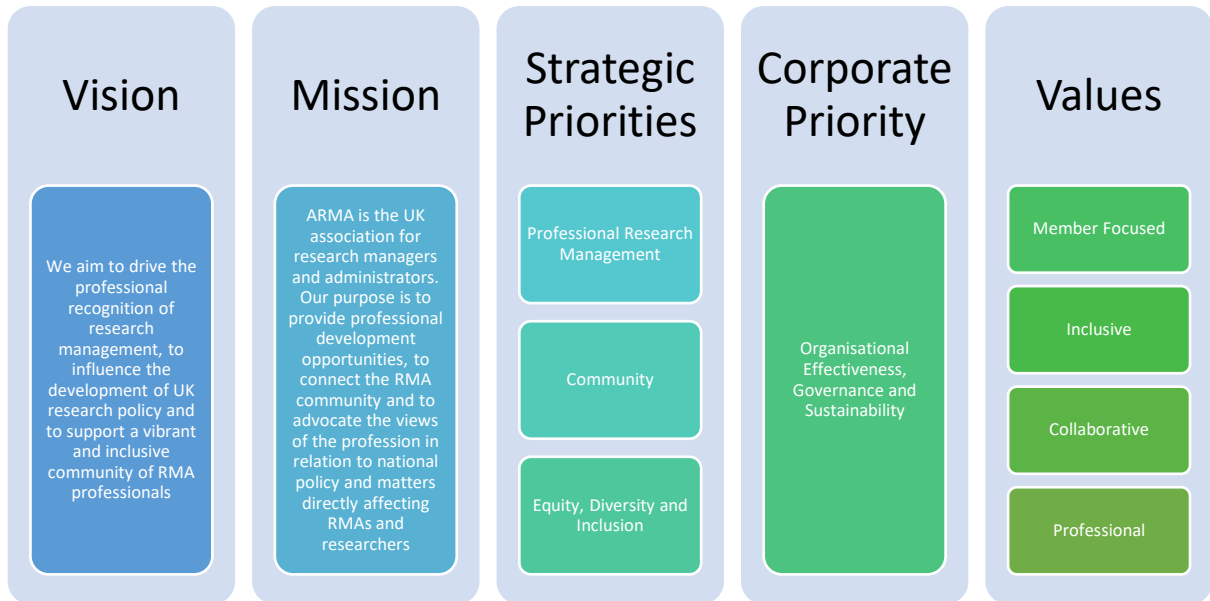
Summary

This role will be primarily focussed on the delivery of our training and development events (online and in person) and our mentoring programme as part of our professional development offering reporting to ARMA's Head of Programmes.

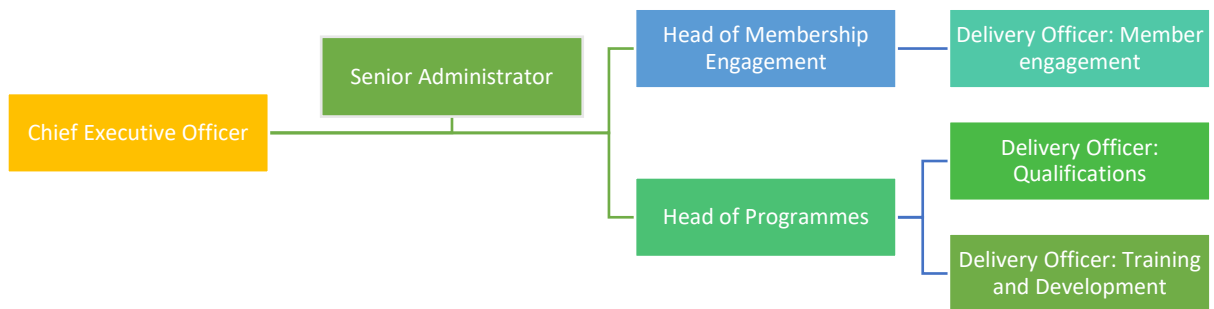
The Training and Development Officer will be responsible for the effective delivery of ARMA's scheduled and ad hoc training events (c25 per year), working closely with our Qualifications and Member Engagement Officers, various working groups and our volunteer trainers to support them to deliver high quality training.

The role includes, but is not limited to: scheduling our programme of training and development events, providing online delivery support, securing suitable training venues, creation of marketing material and promotion of events (via website and newsletter) to secure delegates, managing the delegate booking process, liaising with delegates, gathering feedback/data and reporting on events.

Our Strategy



Our Team



The Role

We have identified the following as the core responsibilities for the role

Training and Development Events

- Work with T&D working group and volunteers to schedule T&D events throughout the year.
- Booking of suitable training venues (across UK)
- Provide admin/IT support for our online and in-person training events
- Assist and support volunteer trainers in their delivery of training courses
- Liaise with the T&D Working Group and presenters, to oversee ARMA's recorded presentations offer, including recording and receiving new presentations, arranging post-production as required, publishing on the ARMA website and promotion.
- Create compelling marketing materials to promote our courses.
- Manage the booking process for events and provide first point of contact for delegates
- Maintain a record of trainers and assist in the securing of new trainers
- Coordinate ARMA's train the trainer offering for existing and new trainers
- Create documented procedures relating to training and development event organisation and seek opportunities to streamline or introduce new innovations.
- Maintain excellent file management within the organisation's SharePoint structure.
- Perform post event reviews with trainers to embed an ethos of continuous improvement.
- Distribute and collate delegate feedback surveys.
- Look for opportunities to share learning between courses
- Keep up to date with the latest developments in training delivery within sector and beyond, especially in the areas of EDI and environmental and social responsibility
- Support our trainers to ensure their sessions are promoted and delivered in line with good practice and are accessible for all.
- Manage relevant mailboxes and respond to enquiries.
- Support various working groups related to ARMA's T&D activity including setting dates, issuing agendas/papers and taking minutes.
- Ensure ARMA consistently achieves a high standard of training event delivery
- Provide cover for Qualifications and Member Engagement Delivery officer roles.
- Support the Head of Programmes with the delivery of a variety of professional development related projects on an ongoing basis.

General expectations

- Adhere to ARMA policies and procedures at all times
- Covers for other members of the team as necessary
- Is proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development
- Undertake, as required, any other duties compatible with the level and nature of the post
- Willing and able to work outside of normal office hours on occasion (where TOIL will be granted)
- Willing to work flexibly in response to changing organisational requirements
- Attend and participate in team meetings and other meetings as required
- Willing and able to travel within the UK, on occasion, including overnight stays
- Attend and participate in team meetings and other meetings as required.

Values

ARMA adopts the following values in its activities and we are seeking candidates who feel alignment to these values.

- **Member Focused**
Our decisions will always be led by what we believe is in the best interests of our members, for the profession and for the sector.
- **Inclusive**
We will remove barriers to active participation in our profession and champion the cause of inclusivity, diversity and social justice for our colleagues and for the sector.
- **Collaborative**
We will build new partnerships and expand our network for the benefit of our members. We will seek out collaborators who share our values, to work together in order to advance our mission.
- **Professional**
We will exhibit the highest standards of professional conduct. We are committed to continuous improvement and proactively seek out opportunities to advance our knowledge and find new ways to carry out our roles more effectively.

Skills

We have identified the following as key skills that we need candidates to bring to the role.

Person specification

Skills

Communication

- Ability to communicate with a variety of volunteer/members, frequently at senior levels.
- Must be able to work to a high standard of accuracy and have excellent level of spoken and written English

Organisation

- Able to manage a calendar of T&D events (with multiple trainers and across a variety of venues) throughout the year
- Excellent attention to detail and ability to maintain accurate records
- Ability to prioritise own tasks
- Proactively spot opportunities to create process efficiencies

Customer service

- Ability to deliver excellent customer service and by gathering feedback be able to continuously improve the level of service.

Innovation

- Skilled in normal Office IT packages, such as MSOffice, MSTeams, Zoom, Sharepoint, Survey Monkey etc
- Ability to gather data and present to assist in decision making.

- Is able to introduce innovations to improve the service delivered.

Relationship management

- Ability to develop lasting relationships with our trainers and volunteers.
- Ability to anticipate requests for support or information

Problem Solving

- Ability to identify solutions and solve problems
- Understands risk and is able to formulate mitigation strategies.

Please note that these are the criteria are indicative. If they don't quite fit your career journey but you still know you have a lot to offer our membership, we'd still love to hear from you.

What we offer

Salary: £25,166.26 plus pension, ability to work flexibly, and attractive annual leave entitlement (30 days, plus bank holidays)

Location: Fully remote, enabling residence anywhere in the UK, with support to travel regularly to meet colleagues and stakeholders, travel to our events within the UK and quarterly team meetings in Edinburgh.

Term: Permanent

Hours: 35 hours per week

Please note, this role is subject to the successful completion of a 6 month probationary period.

ARMA is actively seeking to address underrepresentation within in its leadership and governance. We therefore warmly welcome applications from groups who are underrepresented across the research and innovation sector. We will be taking active steps to reduce barriers to participation, including through inclusive recruitment practice and positive action in our recruitment process. We welcome any requests for further adjustments that would make our process more accessible.

We are keen to advertise this role as widely as possible. If you know someone or are part of networks that may be interested, we'd love for you to share.