



Role description

Post:	Training Coordinator
Location:	Remote
Contract type:	Full-Time
Contract length:	Permanent
Reports to:	Head of Finance
Grade:	7
Line Manages:	N/A

Job Purpose:

This role supports the delivery of SCIE's strategic objective to drive improvements in social care. The role holder will contribute to SCIE's success as a leading provider of CPD-accredited training and consultancy in health and social care. The role holder will act as the first point of contact for training-related services, ensuring the appropriate co-ordination and administration of all SCIE's external learning and development activities, allowing for a smooth delivery of services that drive changes in practice and improve outcomes for people receiving care and support in their local communities.

Main Duties

1. Provide key logistical support for the delivery of SCIE's training services, including coordinating SCIE's training schedule, preparing attendee lists, setting up new training projects on SCIE's systems and booking travel and accommodation.
2. Acting as the first point of contact for training queries – liaising with trainers, associates and clients as well as disseminating materials to delegates.
3. Coordinate certification processes to ensure that SCIE issues delegates with certificates of attendance in a timely manner.
4. Coordinate evaluation processes to ensure that SCIE is able to report on, and respond to customer feedback.
5. Maintain training records in line with data protection requirements and SCIE processes.

6. Adhere to financial processes – working closely with the finance and business development teams to create purchase orders and process customer and supplier invoices, ensuring appropriate supporting audit documentation is in place.
7. Proactively contribute to the evaluation and improvement of current training processes by capturing, managing and monitoring an oversight of customer and trainer feedback, ensuring frequent communication with line manager and relevant SCIE colleagues as appropriate.
8. Communicate clearly and succinctly, with multiple audiences including SCIE colleagues, practitioners, people who use services, members of the public and other stakeholders.

General responsibilities:

1. Have fun and challenge yourself at work, model the charity's values and abide by our policies and practices.
2. Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
3. Work flexibly and positively contributing to good team working and the delivery of the SCIE's objectives through matrix working.
4. Show a clear commitment to working with people with lived experience in a sensitive and non-judgmental way to facilitate positive working relationships.
5. Other tasks as may be required, commensurate with the level of the post

General Comment

This job description describes the principal purpose and main elements of the job. It is a guide to the nature of the main duties as they currently exist but is not intended as a wholly comprehensive or permanent schedule of tasks.

PERSON SPECIFICATION

Essential:

1. Experience of administration, preferably in the charity, health or social care sector.
2. Experience of coordinating face to face and virtual training and learning events and implementing evaluation processes.
3. Experience in using a range of IT packages, particularly MS Office (Word, Excel and PowerPoint), Adobe and CRM systems.
4. Strong written and verbal communication skills, confidence in communicating key messages via email, over the telephone and face to face, with the ability to listen and understand customer needs.

5. Highly organised and process driven, able to support a busy training team through accurate recording and reporting of information.
6. Experience of working closely with and across teams both internally and externally, to effectively contribute to the process of delivering a service.
7. Proven ability to build strong and positive working relationships with external organisations and clients, with the ability to provide a tailored service to meet clients' needs.
8. Experience of maintaining accurate records to support internal and external reporting requirements, highlighting key information and contributing to analysis.
9. Proven ability to work systematically, with good attention to detail.
10. A clear understanding of, and commitment to, equal opportunities and diversity, and the commitment to promote high standards of conduct, integrity and probity.

Desirable:

11. Awareness of social care, with an interest in learning about public sector/social care developments and how they relate to SCIE.
12. Experience or qualification in project management, for example Prince two.
13. Knowledge of Salesforce, or equivalent.