

Job Description for Training Officer

Job title: Training Officer

Reporting to: Training Manager, working in the Events and Training team

Location: Remote, with office space available in London one day a week. Occasional time in London is required

Contract type: Full time (5 days a week), permanent contract

Hours: 35 hours per 5-day week. The British Society for Immunology is currently participating in a 4-day week pilot, which sees staff work 32 hours over 4 days. This role will be eligible to opt in to participate in this pilot

Salary: £30,000 to £34,500

Holiday entitlement: 28 days (pro rata), in addition to public holidays

The British Society for Immunology (BSI) is a dynamic membership organisation and learned society, with a mission to drive scientific discovery and make a positive impact on health. With over 5,000 members and a remit across academia, industry, and healthcare in the UK and globally, we run many valuable initiatives, to connect our community, champion career development for our members and to catalyse change for the benefit of research, clinical delivery, and public health.

Driven by our values and behaviours, we are a high-performing, forward-thinking and solution-focussed organisation. We value teamwork and actively seek other opinions to ensure we can deliver to the highest standard as well as commit to reflecting upon our work to ensure a continual improvement culture. We welcome applications from individuals who are inspired by our values and behaviours.

As we continue to grow and expand our training course offerings, we are entering an exciting new phase in our mission to support the professional development of immunologists and healthcare professionals. This role presents a unique opportunity to join our team and contribute to initiatives that make a real difference. You will play an integral role in developing the skills and knowledge of those in scientific research, medicine and veterinary medicine, empowering them to directly impact global health.

Role Overview:

The Training Officer will play a crucial role in supporting the development, delivery, and management of our training programmes. The successful candidate will provide project support for a variety of training products, liaising with external stakeholders, including customers, funders and partners, to ensure our offerings align with market demands and strategic objectives. Additionally, they will manage customer service enquiries and the training inbox, as well as assist with market research and analysis.

This is a fantastic opportunity for an ambitious and self-driven professional who can contribute to high-profile projects in the charity sector and use their skills to support our training function as it grows.

Key Responsibilities:

Course Development & Management:

- Work with the Training Manager and other key BSI colleagues on the development and delivery of high-quality training programmes, providing project support across a number of areas related to course administration, customer service, product development and research.
- Support the Training Manager in researching and identifying organisations and individuals relevant to the development of new training programmes, including customers, funders, trainers and facilitators.
- Liaise with, and provide support to, subject matter experts responsible for course content.

Stakeholder Engagement:

- Serve as the primary point of contact for course participants ensuring professional and effective communication.
- Liaise with, and provide support to, trainers, course facilitators, and other external contributors on various aspects of course administration
- Liaise with funders and partners to coordinate meetings and update on actionable items.

Market Research & Analysis:

- Supporting the Training Manager in conducting market research to identify trends, needs, and gaps in the current training offerings.
- Collate and analyse feedback and performance data (participant evaluations, website and other analytics data), to continuously improve training offerings.

Customer Service & Support:

- Manage the training inbox, ensuring timely and professional responses to enquiries
- Provide support to participants, addressing any issues or concerns.
- Maintain accurate records of customer interactions and feedback.

Administrative & Operational Support:

- Provide meeting support – setting up internal and external meetings, taking notes and tracking actions as required.
- Assist with the scheduling and coordination of training events, both online and in-person.
- Oversee the course registration process, ensuring accurate data collection and management.
- Manage the booking process for corporate / group bookings
- Create and edit course pages on both the CRM system and the BSI website as required
- Liaise with the Finance Team to resolve any payment queries
- Working with the Training Manager to collaborate with the marketing team to support the promotion of training courses
- Provide online (eg. MS Teams and Zoom) and in-person facilitation for training courses as required
- Upload content onto the training platform

Person specification

Essential:

- Previous experience in training coordination, education administration, event management, project co-ordination or a similar role
- Strong administrative skills
- Strong communication skills, both written and verbal, with the ability to engage professionally with a range of stakeholders
- Excellent organisational skills with the ability to cope with a full and varied workload, prioritise and work to deadlines
- Proficiency in desk-based market and internet research
- Customer-focused with strong problem-solving skills.
- Experience of using Zoom and/or MS Teams to facilitate online events/training.
- Strong level of IT literacy and experience of using a range of software platforms to manage training courses/events or customer relationships.

Desirable:

- Experience of working in or with a learned society, professional association, or membership organisation.
- Experience of accessing and reviewing data (such as from course evaluations)
- Experience of using Google Analytics to produce basic reports

Personal Attributes:

- Self-motivated with a proactive approach to work.
- Ability to work both independently and as part of a team.
- High level of attention to detail.
- Positive and collaborative attitude across all aspects of work
- Delivers exceptional customer service
- Adaptable and open to learning new skills and technologies.
- Willingness to travel in the UK

Working Arrangements

- Remote working with the exception of one day a month in London for all-staff days. Office space also available one day a week in Central London.
- Ability and willingness to work occasional evenings and weekends, with travel within the UK, as required, which may also include occasional overnight stays.
- Working onsite at in-person training events, as required.

BSI Values and Behaviours

The BSI is committed to the following values and behaviours. We welcome applications from individuals who are inspired by them.

We are:

Ambitious and committed
Evidence-based and responsible
Collaborative and inclusive
Agile and energetic

Ambitious and committed

Solution focussed
High performing
Forward thinking
Determined
Driven
Realistic

Evidence-based and responsible

Promoting science
Creating a platform for experts
Championing immunology
Act with integrity
Reflect and learn
Rigorous

Collaborative and inclusive

Compassionate and supportive
Fostering new partnerships
Valuing and seeking opinions
Open minded
Respecting and promote diversity
Communicate clearly

Agile and energetic

Courageous
Acting decisively
Flexible
Proactive
Enthusiastic
Empowering