

# Training and Events Coordinator

## Job Specification

<b>Hours:</b>	37.5 hours per week (8.30 – 4.30)
<b>Responsible to:</b>	Director of Learning and Skills
<b>Salary:</b>	£21 - £22k FTE
<b>Location:</b>	Ashford

Social Enterprise Kent has established itself as one of the main social enterprise bodies in Kent, giving advice to many charities and budding enterprises, and running training and employment services. We are a passionate believer in the power of social enterprise to effect positive change in our communities, and the importance of partnership working in all sectors.

### Purpose

The purpose of this job is to provide excellent end to end customer service and administration for customer enquiries, bookings and administration for training and events. The coordination of all training activity including the allocation of work to employed and sessional staff and organising appropriate venues and resources. The role will be based at our Ashford Head Office; however, you may be required to work in our satellite offices in Margate and Folkstone from time to time. clear down facilities You may also be required to be flexible within your working hours to meet the needs of the business which may fall outside of your normal working hours to set up/attend or close events.

### Main Duties and Responsibilities

#### Administrative

- Implement and monitor efficient administrative processes and support for the end to end customer service journey.
- Manage the end to end booking process and coordinate trainers' diaries.
- Monitor capacity of trainers and efficient planning of their time.
- Ensure excellent customer service is given to customers, and that you are the 'go to' person for any enquiries.
- Ensure trainers have enough resources available at all locations.
- Ensure training room and welcome refreshments are prepared for delegates attending training at the Ashford office.
- Forward plan open courses 3-6 months in advance, checking on course popularity, viability and customer needs.
- Efficient response to enquiries, identifying and resolving problems or issues that require detailed investigation.
- Maintain the CRM (Salesforce) and develop processes to improve the customer's experience.
- Ensure booking confirmations are sent to customers efficiently and logged on CRM.
- Awareness of the e learning platform and how to support customers purchasing courses and the admin functionality.
- Work closely with finance to ensure all booking information is provided to enable timely invoicing, reporting and billing.
- Maintain awareness of aged debtors and unpaid invoices, working with finance to ensure efficient processing.
- Process course attendance and certification to employers/delegates.
- Process efficient and cost-effective bookings for accredited training resources and exam papers.

- Prepare weekly viability reports.
- Provide support to the Director of Learning & Skills arranging follow up appointments from enquiries and leads generated.
- Utilisation and ordering of stationery and resources.
- Ensure planned courses are updated and available on the website.
- Knowledge and awareness of current offers and promotions.

### **Supervisory**

- Lead the implementation and ongoing support for Salesforce CRM system across the organisation.
- Assisting the organisation's HR function by keeping personnel records up to date, arranging interviews, DBS and so on.
- Oversee monitoring the quality and efficiencies of the administrative/finance team.
- Provide business support function to the senior management team.

### **Quality & Compliance**

- Support the Training Manager implement, and review methods used to gather feedback and provide timely analysis relating to the feedback on quality and delivery of training.
- Lead the GDPR working group.
- Ensure the maintenance and confidentiality of all electronic and paper records are efficient and compliant with all regulatory requirements.
- Data and documentation storage

### **Events/Networking and Marketing**

- Representing the company at events and exhibitions.
- Support marketing activity, promotion and brand awareness via social media platforms.
- Support the Marketing/Social Media manager update and utilise current mailing lists for promotional activity.

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### Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• English and Maths GCSE or equivalent grade A-C or L2 literacy and numeracy qualification.</li> <li>• QCF/NVQ L3 Admin/ Customer Service or equivalent.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive admin experience</li> <li>• Use of CRM systems</li> <li>• Customer Service</li> <li>• Experience in raising invoices and processing financial transactions</li> </ul>	<ul style="list-style-type: none"> <li>• Work based learning sector.</li> <li>• PA experience</li> <li>• CRM/ Salesforce experience</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Financially astute</li> <li>• Excellent inter-personal skills</li> <li>• Strong organisational and planning skills</li> <li>• Strong IT skills</li> <li>• Confident in the use of salesforce or other CRMs.</li> <li>• Methodical approach to problem solving.</li> <li>• Ability to implement and monitor effective administration systems.</li> <li>• Team working and co-operation</li> <li>• Good analytical skills</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of IT systems including, MS Office Word, PowerPoint, Excel</li> <li>• Customer Service best practice</li> <li>• Administration</li> <li>• Range of IT software</li> </ul>	<ul style="list-style-type: none"> <li>• Training Industry</li> <li>• Care Sector.</li> <li>• Employability and Community Enterprise.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Initiative</li> <li>• Methodical and organised</li> <li>• Committed to achieving</li> <li>• Customer focused</li> <li>• Decisive</li> <li>• Able to maintain professional boundaries</li> <li>• Confidential</li> <li>• Can do attitude</li> <li>• Take a proactive approach to your work</li> <li>• Able to work to tight deadlines</li> <li>• Able to adapt to changing priorities</li> <li>• Be flexible and motivated</li> </ul>	