

Job Description: Training Coordinator

Reporting to – Training Ops Manager

Place of work – Liverpool Street, E1

Hours of work – 8.30 to 17.00

Contract – permanent, full-time

Salary – £25,500 p.a.

- Book teacher training for primary and secondary schools in the UK – initial contact via emails, telephone calls from schools, leads from representatives
- Discuss training requirements with schools, advising on most suitable training for their needs
- Negotiate training dates with schools and training team
- Work closely with team of coordinators to manage diary for 50-60 trainers around the UK
- Send confirmation details to relevant contacts
- Answer email and telephone queries on all aspects of *Read Write Inc.* programmes and MyBookBlog
- Input training booked directly via trainers onto online diary system, including converting packages and liaising with Accounts team
- Maintain accurate records of trainings and queries in progress
- Assist Training Development Team with ordering and organising training resources, printing workbooks, ordering materials from Oxford University Press and taking stock of training resources at HQ training room
- Carry out general administrative tasks as requested by Training Ops Manager

Skills and qualities required for this role

- Good interpersonal and communication skills, both verbal and written
- Excellent telephone manner with all customers, giving friendly, helpful advice and service
- Efficient administrative skills – planning, organising and prioritising
- Ability to work under pressure with a high level of accuracy
- Ability to maintain good working relationships with colleagues and representatives from Oxford University Press
- Proficient IT skills – Word and Excel; database experience; minimum typing speed of 40wpm

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Coordinators will be expected to comply with any reasonable request from the Training Ops Manager to undertake work of a similar level that is not specified in this job description. This job description may be amended at any time following discussion between the Training Ops Manager and Training Coordinator.