

Job Description: Training Coordinator

Reporting to – Training Ops Manager

Place of work – Liverpool Street, E1 - Currently working from home

Hours of work – 8.30 to 17.00

Contract – permanent, full time

Salary – £24,000-£25,500 p.a. dependent on experience

Ruth Miskin Training provides training to schools in the UK and internationally on Read Write Inc. Phonics and other literacy programmes. We are passionate about teaching every child to read and keeping them reading.

We're looking for a dynamic, efficient Training Coordinator to join our team of five. If you are highly organised, solution-focused and confident on the phone, we'd like to hear from you.

We are a small, friendly office team, currently working from home. For when we go back, our office is based near Liverpool Street, London. For more information about Ruth Miskin Training, go to our website:

www.ruthmiskin.com.

- 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
- 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
- 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
- Proven administrative skills – efficient in planning, organising and prioritising
- Excellent telephone manner with all customers, giving friendly, helpful advice and service
- 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.