



JOB DESCRIPTION

Post	TRAINING COORDINATOR
Reporting to	Head of APSE Training
Grade	Sc5 – SO2 (SCP 12 - 28)
Post Purpose	Assist the Head of Training by providing project coordination, business support, robust business intelligence and responsive, customer focused communications for the training department.

KEY RESPONSIBILITIES

1. Ensure accurate training information is maintained across APSE's platforms.
2. Ensure invoicing for bookings is completed, in conjunction with the finance team.
3. Ensure customer queries are dealt with promptly and troubleshoot where required, building client relationships to secure future business.
4. Provide business intelligence to assist in developing the service.
5. Coordinate projects which help to deliver and develop the service.
6. Liaise with training venues, co-ordinating catering, IT, facilities, and making other logistical arrangements.
7. Assist trainers and learners with online training platforms (e.g., Microsoft teams)
8. Coordinate promotional and marketing activities for APSE Training, including social media and attendance at events.
9. Comply with all of APSE's policies, embracing the underpinning values within APSE's Environmental Social and Governance Policy Framework.
10. APSE's management may specify other duties and responsibilities within the broad framework of this job description.

KEY TASKS

1. Respond to all customer enquiries as the first point of contact, including emails and telephone enquiries. Coordinate and process bookings and maintain accurate records.
2. Build relationships with customers, partners, and Associate Trainers, providing outstanding customer care; assist with distributing member recruitment materials, as appropriate.
3. Assist in coordinating online training, setting up Microsoft Teams events and supporting/coaching trainers with access to their training and the technical functionality of the virtual learning platform being used.
4. Assist in managing training events, including identifying and booking training venues and arranging catering, travel, and accommodation, as directed by senior staff.
5. Make travel and accommodation arrangements on behalf of senior staff, training providers or associates.
6. Maintain accurate records and monitor data to provide the Head of Training with timely business intelligence for service planning and reporting; and undertake projects to gather and analyse detailed data sets, as required.
7. Liaise with the finance team to co-ordinate accurate billing, invoicing, and records management; communicate with customers and clients to secure accurate information; and arrange payments, as appropriate in consultation with the core training team.

8. Communicate clearly with learners and trainers in the administration of booking confirmations, joining instructions, information for trainers, post-course emails and certificates.
9. Assist in the promotion of training, assisting with design where required.
10. Coordinate publicity and mailouts, as directed by the Head of Training, including social media scheduling, liaising with APSE's corporate communications team as necessary.
11. Coordinate a range of administrative duties, to include assembly of training packs, printing and postage, production of certificates, minute taking and distribution of meeting notes, procuring products on behalf of the service, as requested.
12. Maintain the APSE Training pages of the APSE website, keeping information up to date, clear and relevant.
13. Attend APSE training events, as required, to support senior staff and promote the service.
14. Stay up to date with and make best use of technology to support the service, including Microsoft Office, Outlook, Access Database, Microsoft Teams, Apple Mac design software, eLearning platforms and emerging technologies.
15. Be customer facing and customer focused, maintaining a positive, responsive and professional relationship with APSE members, customers, clients, partners and trainers.
16. Undertake specific projects, as required (e.g. assist the Head of Training in establishing and maintaining new learning platforms).
17. Undertake any other duties commensurate with the level of the post, as required by APSE management.
18. The post holder will be located in the Manchester office and may, on occasions, be required to undertake travel on behalf of the Association.