

JOB TITLE:	TRAINING AND DEVELOPMENT CO-ORDINATOR
JOB HOLDER:	
DATE UPDATED:	
REVISION (HR Office Use):	VERSION 1

1 MAIN PURPOSE OF THE JOB

To support the Senior Training and Development Manager and Officer in co-ordinating the administration of the Professional Development Programme and Fellowship programmes, responding to enquiries in relation to the programmes and liaising with candidates, assessors and Internal Verifiers to ensure individual applications are processed and results are issued in accordance with service level agreements. This role will also support the Senior Training and Development Manager in co-ordinating the CMP examination programme to ensure a high volume of examination entries are processed and results issued in accordance with service level agreements

2 POSITION IN ORGANISATION

- Reports to the Senior Training and Development Manager in the Education team
- Works collaboratively with team colleagues, other Institute staff, members and external organisations and individuals as required.
- Develops effective working relationships with CIOB departments as necessary in order to communicate effectively on key issues.
- Provide support in inter-directorate teams as required.

3 DIMENSION & LIMITS OF AUTHORITY

This post has no line-management or budgetary responsibilities.

4 SKILLS & EXPERIENCE

- Excellent customer service and administrative skills with the ability to handle queries effectively and maintain effective working relationships at all levels
 - Excellent written and spoken communication skills
 - Excellent organisational and teamwork skills with the ability to work collaboratively under pressure and prioritise a busy workload
 - Strong attention to detail with the ability to create, develop and maintain accurate records
 - Strong IT skills, including the use of spreadsheets, word documents and databases, with the willingness to learn new packages as required
 - Experience of working with sensitive and confidential data.
 - Experience of taking accurate minutes at meetings
 - Experience of higher education systems would be desirable, with a willingness to acquire knowledge of the sector and take responsibility for personal development.
 - Self-motivated with a positive attitude and the ability to use initiative to solve problems and manage workload.
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5 DUTIES & KEY RESPONSIBILITIES

Provide administration and support to the Senior Training and Development Manager for the PDP, CMP and Fellowship Programmes	70%
<ul style="list-style-type: none"> • Administer all new registrations for the PDP in line with agreed SLAs • Administer all new Fellowship applications in line with agreed SLAs • Coordinate the flow of information between internal and external parties, including liaison with Fellowship assessors and PDP Internal Verifiers and Independent assessors (maintain a good relationship with Assessors/Verifiers on all programmes). • Manage and create candidate workshop attendee lists • Deliver Fellowship workshops to support the Senior Training and Development Manager and Training and Development Officer. • Help with the CMP exam process and release of exam results. • Coordinate and schedule PDP workshops. • Support the Training and Development Officer with PDP training sessions for both candidates and assessors on Learning Assistant • Schedule monthly Professional Discussions/Viva's – liaise with assessors and manage all diary availability. • Manage, schedule, and host Professional Discussions/Viva's for all candidates. • Oversee the day-to-day management of the shared mailboxes, ensuring that all items are actioned and escalating issues as necessary • Record and complete the monthly figures for both the PDP and Fellowship. • Request, collate and chase information as required and be the main point of contact for Fellowship and PDP candidates and Assessors. • Create, process, record and monitor invoices and request payment from candidates registering on and completing the PDP and Fellowship. 	
Maintain accurate filing, analysis and record systems in database & web format	20%
<ul style="list-style-type: none"> • Recording and maintaining of information on CRM for PDP registrations and Fellowship applications. Occasionally help may be required for recording CMP registrations on CRM. • Manage and record new candidate and Assessor registrations on Learning Assistant 	
Provide administration and support to the Head of Education and other members of the Education team	10%
<ul style="list-style-type: none"> • Assist in the planning, organising and coordinating of internal and external meetings and events, including room bookings, catering and travel arrangements. Liaise with Institute staff, managers, directors and external bodies/organisations. • Prepare agendas, meeting papers and produce accurate minutes • Prepare and format working documents • Ad-hoc departmental duties as required • Ensure all general administration is accurate, up-to-date and recorded on the system 	

PART 2: DUTIES & KEY RESPONSIBILITIES

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.