

JOB TITLE:	TRAINING SUPPORT EXECUTIVE
JOB HOLDER:	
DATE UPDATED:	AUGUST 2021
REVISION (HR Office Use):	VERSION 1

1 MAIN PURPOSE OF THE JOB

The Training Support Executive is responsible for ensuring the smooth and effective co-ordination of the delivery of online learning assets, providing value and continuously supporting improvement of the CIOB Academy offering to our members and users.

2 POSITION IN ORGANISATION

The position is within the Academy, reporting to the Academy Training Manager. The role will involve liaising with colleagues throughout the business, suppliers and both users and members where appropriate.

3 DIMENSION & LIMITS OF AUTHORITY

£500.00

4 SKILLS & EXPERIENCE

- Ability to work with multiple learning platforms and technologies.
- Advanced skills MS office, especially Excel, PowerPoint and Word
- Experience of co-ordinating the delivery of training or events
- Experience working with external stakeholders to co-ordinate delivery of learning based content
- Experience liaising with all levels of organisations, and excellent customer service skills
- Advanced organisational skills with the ability to handle multiple assignments
- Ability to implement and manage new processes to ensure effective delivery
- Ability to articulate ideas and customer needs and suggest solutions to meet them
- A team player who is friendly, conscientious, and pays close attention to detail
- Strong English language skills and ability to tailor written communications to different audience needs
- Willingness to adapt and participate in activities outside the “core role “as required
- Knowledge of training needs analysis advantageous

DUTIES & KEY RESPONSIBILITIES

50% Training Delivery

- Co-ordinate all training processes (bookings, payments, joining instructions, trainer information and certificates) for online and classroom-based training, with trainers and delegates to ensure service level targets are met and there is net positive feedback
- Act as a first point of contact for all Academy enquiries (email and phone), meeting key performance indicators related to response time
- Provide advice to customers on course content, availability and eligibility as required.
- Act as the contact point for our trainers, providing them with support and operational information, during and after training days to ensure high quality delivery and positive feedback from delegates.
- Maintain strong relationships with existing customers, companies and trainers, ensuring an excellent level of service is always provided
- Coordinate the relationship with Education Team (awarding body) to administer qualifications and ensure Academy meets all student registration requirements.
- Manage scheduling of GoToWebinar/Teams training sessions, including adding delegates and the trainer
- Host training sessions using appropriate software as required by the Training Manager. This includes ensuring training starts on time, trainers and delegates are logged in, welcoming all to the course, and closing the course at the end.
- Issue and deliver course completion certificates within expected timeframes
- Support the Training Manager & Acquisition team with the operation of bespoke inhouse training including payments, scheduling
- Manage operations relating to large group bookings from companies on our scheduled portfolio, including delegate management (as above)
- Manage operational relationship with key accounts.

25% Digital processes and updates

- Upload and maintain all delegate information within on the online learning platform and online library ensuring accuracy and completion before course start dates
- Act as a first point of contact for any technical or system issues, aiming to resolve these efficiently
- Support customer research and service activities and platform development

20% Finance and Administration

- Manage the financial aspects of all Academy training: creating customers and suppliers on the finance system, raising sales orders, credit notes and payment checks.
- Regularly monitor all finance activities, liaising closely with the Finance team to chase payments and issue refunds as appropriate
- Maintain accurate course management records for all online training, providing regular updates on registrations and activity to the Training Manager as appropriate.

5% Other activities

- Provide support and assistance to the Training Manager and the wider organisation in relation to any ad-hoc departmental and organisational objectives and projects as required which are not specified above.