

Training and Materials Coordinator

Job Description

We are looking to recruit a second training coordinator to join our mission-led organisation, supporting our friendly and dynamic training team.

About the organisation

Triangle is a values-based Social Enterprise with a vision of a society in which people are enabled to thrive. We help homelessness, health, and social care providers improve services by creating engaging visual tools and promoting collaborative ways of working. We help to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars.

The Star has proved very popular and is now widely used in the UK by charities, social enterprises, and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families and substance misuse. It is also being used internationally, with a particularly strong presence in Australia.

For more information see www.outcomesstar.org.uk.

About the role

Facilitating learning through training is a key aspect of Triangle's work and our engaging materials play an important part in ensuring that the Star is used well. We deliver training and learning through a variety of channels, including face to face and remote sessions. The Training and Materials Coordinator plays a critical part in responding to, managing, scheduling and confirming the large number of training courses that new and existing clients require. They also have a keen eye for detail and excellent organisation skills providing the training participants with the materials they need to succeed.

Outcomes of the role

- Internal and external communications relating to training are responded to in an appropriate and timely manner.
- Training materials are processed and despatched in accordance with procedures.
- Training materials are stocked and kept at agreed levels.
- Clients, trainers and others involved receive confirmation of scheduled training in good time.
- Colleagues are supplied with accurate and sufficient information to support delivery of high-quality training.
- Clients' needs are met and all required processes to enable this are completed to a high standard. This includes ensuring that clients are in agreement with Triangle's terms and conditions.

Overview of responsibilities and main tasks

- Liaise with clients and trainers to find suitable training dates, working closely with our Training Manager and network of trainers to achieve this.
- Once dates have been agreed, manage the booking process and administration for these courses – to include updating our CRM (Salesforce) and other records to reflect full training details and information required for licensing.

- Send out booking confirmations to the client and trainer.
- Manage booking process and administration for all Open Core Courses for individual users and small groups. Liaise with relevant colleagues across the organisation, to ensure courses are filled appropriately, monitoring numbers and ensuring participants are grouped suitably according to the Star versions used.
- Manage mop-up training for non-attendees of training, using the same model and considerations as for the Open Core Course.
- Manage booking process and administration for all Licensed Trainer courses. Ensure courses are scheduled and populated as per internal guidance.
- Ensure clients have submitted all information requested prior to training, enabling trainers and other colleagues to deliver the best training experience for the client.
- Issue certificates to attendees on completion of training.
- Tracking and handling requests for training materials
- Compiling and printing required training materials and arranging delivery
- Manage posting and delivering of training materials and updating the CRM.
- Managing required supplies and waste materials, recycling where possible
- Issue quotes via our CRM and ensure we keep accurate records of clients, their history and requirements.

Person specification

Essential

- Ability to develop and build strong relationships with both clients and colleagues
- Excellent organisation and record-keeping
- Excellent attention to detail, and a thorough and methodical approach to tasks
- Ability to work independently and as part of a team
- Ability to prioritise competing pressures and meet deadlines
- Ability to learn quickly
- Commitment to delivering a high-quality service
- Good IT skills including MS Office
- Experience of using a CRM system

Reporting to: Training Manager

Location The post will be based in our office in Buxton, and we are open to flexible working arrangements, including work from home for part of the time. There might be occasional travel to meetings at other offices / destinations, for example for staff away days

Terms and Conditions We are recruiting for a full-time role (35 hours/week) and are open to applications for less hours with a minimum of 4 days per week.

The role is for 12 months initially, with an option to extend.

Salary and Benefits

- The annual salary range is £22,000 - £26,000 per annum (full-time) – minimum of 4 days per week part-time will be considered
- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, employee assistance programme, cycle to work scheme
- 25 days' annual leave plus bank holidays (pro-rated for part-time)

Deadline for applicants: 31st October 2022

First interviews will be arranged remotely on 17th and 18th of November, **second interviews** on 24th November.

STRICTLY NO AGENCIES

Triangle Consulting Social Enterprise, October 2022