

| 1. Job details | |
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| Job title | Training Coordinator |
| Salary band | Band 6 |
| Accountable to | Training Delivery Manager – Workplace & Community Training |

| 2. Job summary |
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| <p>This role supports the Training Delivery Manager in the performance of their duties particularly with coordinating community training activities, interfacing with external community groups to plan courses and internally to ensure that they are run, capturing data such as to support funding applications or audits, resolving administrative issues with the relevant departments or external agencies related to the effective operation of the team (such as issues related to venues), whilst also providing administrative support to Training Team Managers, assisting the team as a whole to operate smoothly in terms of administration.</p> |

| 3. Main duties and responsibilities | |
|-------------------------------------|---|
| 1 | Support the Training Delivery Manager by providing all relevant administrative support to them, and to Training Team Managers in the performance of their duties |
| 2 | Interface with community stakeholders regarding their requirements and organisation of programmes, including supporting the preparation/management of applications for funding where appropriate |
| 3 | Be a point of contact for community training and for administrative/coordination issues within the team |
| 4 | Assist in the maintenance/coordination of stock levels of items required to run courses and in the availability and replenishment of training resources and equipment, and resolution of administrative issues which affects or helps the team's ability to deliver training, interfacing with the Resources, First Aid Services and Facilities teams as required |
| 5 | Assist in the coordination/administration of processes within the area, such as collation of delegate feedback, trainer sales and community data |
| 6 | Monitor and produce reports on team deliverables and responsibilities, including expenditure, delegate feedback reports and training information and ensure relevant information is effectively retained and available for people to reference, including auditors |
| 7 | Develop self and maintain knowledge in relevant field at all times and exhibit, promote and celebrate the values of St John Ambulance, whilst demonstrating a dedication to the organisation's mission, vision and objectives |
| 8 | Perform any other duties commensurate with these responsibilities, the band of the post and the skills and qualifications of the post holder |

| 4. Person specification | | | |
|---|---|-------------------------------------|-------------------------------------|
| This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection. | | | |
| Requirements | Essential and desirable criteria | | Method supporting assessment |
| | E | D | |
| Education and qualifications | | | |
| 5 GCSE or equivalent (Grade C) including English and Maths | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application form |
| Experience | | | |
| Proven experience of effective administrative support to a team | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application form/interview |
| Experience of community first aid training and/or other community programmes | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Application form/interview |
| Experience of workplace first aid training programmes | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Application form/interview |
| Skills, knowledge and abilities | | | |
| Excellent interpersonal skills with ability to communicate effectively with a diverse range of stakeholders | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Application form/interview |
| Operational expertise in the use of technology, in particular Microsoft® applications | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application form/interview |
| Excellent written communication skills | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application form/interview |
| Excellent organisation skills | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application form/interview |
| Knowledge of St John Ambulance, what it does and how it operates | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Interview |
| Motivation | | | |
| Willingness to adapt and learn new skills | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application form/interview |
| An understanding of and willingness to adopt the values of the organisation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Application form/interview |
| Willingness to be flexible to meet the needs of the role including being willing and able to travel when needed and work unsociable hours as required | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Interview |

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

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