



**Job Title:** Training Coordinator - External Qualifications  
**Reporting to:** External Qualifications Manager    **Job Band:** Band 6  
**Direct Reports:** 0    **Size of Team:** 14

Facilitate the effective, professional delivery of qualifications schedule for volunteers and employees in response to periodic training needs analysis and to support compliance with SJA policy and standards. Work with relevant colleagues and stakeholders to coordinate implementation of initiatives, engage with regional and central training teams and external suppliers as appropriate to deliver timely, good quality and cost-effective externally accredited training. Resolve issues to ensure a positive learner experience. Monitor feedback and regularly report performance against business plan targets.

## Key Responsibilities

- Assist the External Qualifications Manager, in the development of the training and education schedules which supports the learners with their learning journey and progression
- Ensure the effective, professional delivery of the training schedule through the organisation and coordination of people, resources, logistics, transport and accommodation, working with internal colleagues, stakeholder and external stakeholders to achieve objectives
- Assist in the development of the training needs development analysis of volunteers and employees in the region
- Ensure that all training records held for volunteers and employees comply with awarding bodies regulatory requirements and encompasses SJA policy
- Maintain up-to-date records of trainers, assessors and subject specialists for all training activity, supplying reporting updates as required
- Record, monitor, coordinate the implementation of the progression for accredited qualifications, which expands the number of accredited personnel internally within the organisation and externally, using internal processes
- Apply quality assurance according to the requirements set by the regulatory body, and work with the training standards and verification team to ensure a high-quality delegate experience of local training delivery
- Act as the liaison regarding training matters including the resolution of issues, implementation of policies and procedures, health and safety of assessors, and the implementation of the delegate experience and feedback.
- Report on performance of all programmes of training against agreed business planning targets
- To manage monitor and maintain financial elements required as part of the External Qualifications budget
- Continuous Personal Develop in including maintaining knowledge in relevant field and exhibit, promote and celebrate the values of SJA, along with demonstrating a dedication to the organisation's mission, vision and values
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

## You will

- Be able to work on your own initiative, as part of a team and under direction from line manager
- Have willingness to learn and adapt new skills
- Be willing to travel
- Need to be flexible to meet the needs of the role including travelling and regularly attending meetings or events outside of office hours (evenings and weekends)



## BE PART OF A LIFE SAVING TEAM



## 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	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C) inc Maths & English	✓	
Further or higher education or equivalent (can include administrative qualifications)		✓
<b>Experience</b>		
Proven experience of coordinating a complex programme or projects for people	✓	
Proven experience of working in a customer-focussed environment	✓	
Experience of working with volunteers or in the voluntary sector	✓	
Experience of conducting training needs analysis and building training plans		✓
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Understanding of training procedures and protocols (quality assurance)	✓	
Proven report writing skills and confident interpreting performance data	✓	

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: SR

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