

## Job Description: Training Coordinator

**Reports to:** Head of Teaching School Hub

**Location:** Birmingham - currently operating an agile working policy with two core days in the Teaching School Hub Office at Ark Victoria Academy (events permitting and occasional travel to other Ark regions might be required)

**Contract:** Permanent

**Pattern:** Full Time (standard hours 9am – 5.30pm, although some earlier starts, or later finishes may be required to cover events)

**Salary:** £25,409 to £27,852 (depending on experience)

**Start Date:** February 2024

### About the role:

This is an exciting time to join the Ark Teaching School Hub, the Department for Education (DfE) designated hub for South Birmingham. Our Teaching School Hub is a centre of excellence for teacher and leader professional development across the region and beyond. Our Teaching School Hub allows us to leverage expertise in teacher training and professional development, both within our network and the wider educational communities to which we belong. That's important because we believe that working together is key to everything Ark does: our work has its greatest impact when we share our expertise and knowledge. We deliver the DfE's 'golden thread' of teacher and leader professional development, specialist targeted professional development programmes for senior leaders and other one-off training sessions. We are also an appropriate body for early career teachers completing their two-year induction. We work closely with other mission aligned organisations including Ambition Institute, who we have partnered with to deliver our ECT and NPQ programmes.

The Training Coordinator will play a key role in ensuring the success of Ark Teaching School Hub as it continues to establish itself in South Birmingham. This role is designed to give operationally and administrative support to the numerous programmes run by Ark and Ark's Teaching School Hub.

Full training will be provided for the successful candidate and opportunities for career development will be tailored to individual need.

The role of an Ark Teaching School Hub Training Coordinator includes:

- Provide effective operational and administrative support for the delivery of our services to schools, development programmes and events (virtual and in-person)
- Work with our training accreditation providers and manage participant registrations, work submissions and quality assurance processes for all teacher and leader development programmes
- Provide administration support for the Ark Teaching School Hub

### Key Responsibilities:

#### **Operational support**

Manage the logistics of programme training events and be the first point of contact for delegates, schools, and partners from an operational perspective by:

- Preparing materials (booklets, handouts, videos, and slides) needed for the delivery of training events
- Producing high quality communications through varied means – newsletters, e-mail, learning management systems (LMS), phone calls and social media announcements
- Project managing the scheduling of training events and making sure any potential clashes are considered

- Managing the registration process for training events and ensuring accurate attendance records and kept for each session. Managing the participant nominations process for our professional development programmes
- Driving up attendance to each training session, and using an effective reminder process with staff to ensure attendance of training.
- Attending and managing logistics of events (virtual and in-person) when required (including twilight events)
- Administering feedback surveys for programme participants
- Working with schools and external venues to book venues and manage resources required (i.e., AV and catering)
- Keeping track of and monitoring event expenditure ensuring events are delivered to budget
- Responding to programme participants queries
- Manage data entry on LMS and external portals
- Liaise with participants and schools to ensure are met
- Monitor and report on schools' and participants' completion of required tasks
- Establish and maintain effective systems to meet business needs for all programmes, including progress tracking, work planning, reporting cycles, and compliance tasks across programmes
- Liaise with other Ark teams relevant to the TSH's work
- Design and maintain the Ark Teaching School Hub calendar

### **Relationship Management**

Build strong working relationship with our participants, schools and external partners and make sure all our programmes deliver impact by:

- Being the first point of contact for participants, schools and external providers
- Communicating any curriculum and operational changes to team members as appropriate
- Making sure internal and external processes are aligned – e.g., registration of participants, assessment submissions and feedback, etc
- Collating evaluation data to show the impact of training events
- Participating in the quality assurance process for our programmes
- Collating and presenting up to date data for all our programmes

### **Day to Day Support**

- Manage the administration of our internal and external platforms by:
  - Co-managing the Ark Teaching School Hub's e-mail account and distributing queries to other team members when required
  - Uploading of resources, creation of events, networks and conducting other necessary functions
  - Creating, assigning roles/permissions and disablement of users on the platforms
  - Producing reports and monitoring user engagement with the platforms in general as well as with individual resources/programmes
  - Producing reports and monitoring teacher induction progress
- Encourage user engagement by executing targeted campaigns
- Managing courses/modules to relevant groups and ensuring those are completed in the timeframes required
- Keep track of and review user feedback and issues identified to create, maintain, and update the platforms' Help and FAQ pages

- Identify opportunities for each platform feature developments to improve user experience and get involved with any other projects as directed by line manager

### **General Administration**

- Execute PA functions for the team such as photocopying, diary management
- Organise travel, hotel booking, hospitality and catering when required
- Utilise a variety of software packages to produce correspondence and documents and maintain presentations, spreadsheets and databases
- Manage the invoicing process and help drive down costs in all areas
- Schedule team meetings, create agendas and take minutes
- Prepare Ark Teaching School Hub board papers
- Complete purchase orders for Ark TSH in accordance to Ark's processes

## Person Specification: Training Coordinator

### Qualifications

- Maths and English GCSE at grade C or above (or equivalent)

### Knowledge & Skills

- Experience of planning complex schedules
- Experience of project and/or events management
- Experience of managing training programmes (desirable)
- Knowledge of the education sector (desirable)
- Experience of Learning Management Systems / Event Management Systems (desirable)
- Excellent written and oral communication skills
- Excellent IT skills, with specific skill in using Microsoft office applications and SharePoint
- Strong administrative and organisational skills with excellent attention to detail (multiple schedules/ stakeholders (internal and external)/ venues/resource requirements/ diaries)
- Influencing skills and the ability to build positive working relationships
- Strong time management skills
- Basic design skills (e.g. InDesign and/or alternative software package)
- Management on online meetings/training through Zoom and Teams

### Personal Qualities

- A self-starter with a willingness to go the extra mile and great attention to detail
- Flexible and adaptable
- Confident and diplomatic
- Effective team worker with the ability to also work independently on their own initiative
- Demonstrates resilience, motivation and commitment to driving up standards of work
- Genuine passion for developing and providing opportunity for others

### Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).*

*We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).*