

## Job Description: Training and Events Officer

**Reports to:** Training and Events Programme Manager

**Location:** West London – operating an hybrid working policy with two core days in the office with three remote working days (events permitting)

**Contract:** Permanent

**Pattern:** Full Time (standard hours 9am – 5.30pm)

**Salary:** £32,000 to £34,000 (depending on experience)

### About the role:

It is an exciting time to join the Leadership and Talent Development Team at Ark. The team is responsible for delivering professional development programmes and events for teachers and leaders within our schools as well as staff within our Central Team. We deliver a full suite of leadership development and National Professional Qualification (NPQs) programmes, alongside specialist targeted coaching programmes for our senior leaders and other one-off training sessions. We also manage a Learning Management System (LMS) with the goal of expanding our digital training offer across the organisation.

We are looking for an experienced Training and Events Officer, who would:

- Provide effective operational support for the delivery of our development programmes and events (virtual and in-person)
- Manage the relationship and work with our third-party training accreditation providers to manage the programme participants registration, assessment submission and quality assurance processes for all leadership development programmes,
- Provide day to day support with the management of our Learning Management Systems (Thinqi and Steplab) and improve the ways we use them

The Training and Events Officer will get personalised development throughout their journey with Ark, and fully funded opportunities to further professional qualifications.

### Key Responsibilities:

#### **Operational support for the delivery of our development programmes and events - virtual and in-person (50%)**

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

- Being the first point of contact for our programmes, making sure to be a great ambassador for our programmes and participant-focused
- Project managing the scheduling of training events and making sure any potential clashes are considered
- Managing the nomination and registration process for training programmes and events, and ensuring accurate attendance records for each session
- Responding to programme participants queries in a timely manner
- Attending and managing logistics of events (virtual and in-person)
- Working with schools and external venues to manage resources required (i.e. AV and catering)
- Liaising with external vendors and training providers by forming great working relationships with our partners
- Keeping track of and monitoring event expenditure ensuring events are delivered to budget

- Tracking engagement metrics of programme participants (attendance at events, completion of online modules, etc.) and ensuring participants are up to date with programme requirements
- Working closely with facilitators, subject matter experts and senior stakeholders to develop high quality training
- Designing and adapting training materials (booklets, handouts, videos and slides) needed for the delivery of training events
- Producing high quality communications of our network offer through varied means – newsletters, intranet, e-mail and announcements through our LMS

**Manage the relationship and processes with our external programme accreditation providers and lead on the programme quality assurance process (30%)**

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

- Being the first point of contact for external training providers and ensuring all request are actioned quickly and efficiently to ensure compliance with programme requirements
- Gaining a deep understanding of programme statutory, operational and curriculum requirements in particular with the NPQ programmes
- Evaluating the impact of training events by capturing ways to check for application of learning. This includes talking to participants, processing feedback and providing data reports to trainers
- Leading on the quality assurance process for our programmes and ensuring we meet required metrics in terms of participant recruitment, retention and programme completion
- Collating and presenting up to date engagement diversity data for all our programmes

**Provide day to day support with the management of our Learning Management Systems (Thinqi and Steplab) and improve the ways we use them (20%)**

- Manage the administration of the platform alongside fellow team members
- Be involved in creating e-learning content (full support given)
- Encourage user engagement by executing targeted campaigns and featuring relevant/new content
- Assigning compulsory/required courses to relevant groups and ensuring those are completed in the timeframes required with support from other team members during busy periods
- Keep track of and review user feedback and issues identified in order to maintain and update the platform Help and FAQ pages
- Identify opportunities for platform feature developments to improve user experience and get involved with any other projects as directed by line manager/Head of Team

**Other:**

- Provide administrative and operational support to the team as required by line manager and/or Head of Team
- Spotting opportunities to expand our training and apprenticeships offer and exploring methods to do so

## Person Specification: Training & Events Officer

### Qualifications

- Qualified to degree level and/or equivalent work experience (essential)
- Project management and/or equivalent work experience (essential)

### Knowledge & Skills

- Excellent project management skills with attention to detail, and ability to handle multiple projects/ stakeholders (essential)
- Excellent IT skills, with specific skill in using Microsoft Office applications (especially proficient PowerPoint, Excel and SharePoint) (essential)
- Strong experience of planning complex schedules and calendar management (essential)
- Extensive experience of programme and/or in-person and virtual events management (essential)
- Strong written and oral communication skills including the ability to: write effective copy, proofread, and produce comms for diverse audiences (essential)
- Excellent communication upwards, influencing skills and the ability to build positive working relationships quickly (essential)
- Experience of Learning Management Systems or other systems (desirable)
- Experience of working in/or with schools and knowledge of the education sector (desirable)
- Experience of providing support and delivery of National Professional Qualification (NPQs) programmes for teachers and leaders (desirable)
- Experience of working with third party accreditation providers for formal training programmes (desirable)

### Personal Qualities

- A person who thrives off participants on our learning programmes having a seamless experience
- Takes initiative in everything they do and shows a willingness to go the extra mile
- Absolutely must take pride in their work with great attention to detail
- Is resilient and will find a way to overcome barriers
- Flexibility and responsive to change
- Diplomatic and must have an active willingness to be a team player
- Internally motivated and committed to driving up standards of work

### 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](#).*