

Job Description: Training Officer

Reports to: Head of Programmes and Partnerships

Location: Birmingham - currently operating an agile working policy with three core days in the Teaching School Hub Office at Ark Boulton Academy (events permitting and travel around England 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: September 2023 (or sooner if available)

About the role:

We are looking for a Training Officer to 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.

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.

We are looking for an experienced training officer, who would:

- Provide effective operational and administrative support for the delivery of our appropriate body services, 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 for the delivery of our appropriate body services, early career framework programme and events - virtual and in-person

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:

- Preparing any materials (booklets, handouts, videos, and slides) needed for the delivery of training events
- Producing high quality communications of our appropriate body services and professional development offers through varied means – newsletters, intranet, 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 any potential rescheduling of sessions that are not attended

- Managing the registration process for appropriate body services
- 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
- Chasing up and addressing non-attendance of any session
- 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)
- 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
- Responding to programme participants queries
- Ensuring to always strive to improve and make processes more efficient.
- Manage the Ark Teaching School Hub's ECT Manager portal and Teacher Regulation Agency portal for our appropriate body services
- Liaise with schools to ensure our appropriate body's deadlines for registrations, progress reviews and formal assessments are met
- Monitor and report on schools' completion of ECT registrations, progress reviews and formal assessments to the Ark Teaching School Hub's senior leadership team
- 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 where PD programmes overlap
- Work closely with Ark Teacher Training for appropriate body services
- Design and maintain the Ark Teaching School Hub calendar
- Maintain and update school and participant records

Manage the relationship and processes with our external programme accreditation provider and lead on the programme quality assurance process

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 providers and 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
- Evaluating the impact of training events by checking for the application of learning which includes gathering and processing useful feedback, providing data reports to facilitators which can be used to strengthen the quality of training
- Participating in the quality assurance process for our programmes and ensuring we meet all required metrics in terms of participant recruitment, retention, and programme completion
- Collating and presenting up to date engagement and diversity data for all our programmes

Provide day to day support with the management of our professional development programmes' LMSs and improve the ways we use them

- Manage the administration of our Lead Provider's early career framework programme's platform (Ambition Institute's Steplab system) and our appropriate body's online system (ECT Manager) by:
 - Co-managing the Ark Teaching School Hub's e-mail account and distributing queries to other team members when required
 - The uploading of resources, creation of events, networks and conducting other necessary functions
 - The creation, 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 or Director of Teaching School Hub

General Administration

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

Other:

- To take up opportunities that may arise during this employment
- To support the team with maintaining effective administrative procedures and systems
- To undertake any other duties as directed by line manager
- All staff have a responsibility for promoting and safeguarding the welfare of children and young people
- All staff have a responsibility to ensure tasks are carried out with due regard to Health and Safety
- Please note, annual leave must be taken outside of term time unless otherwise agreed with your line manager

Person Specification: Training Officer

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 working within an office/professional setting
- 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](#).