



Job Description

Post: Training Co-Ordinator
Grade: £25,000 - £28,000
Hours: 28 – 35 hours per week/permanent
Reporting to: Training Manager

Purpose of the Job

The postholder will provide administrative support to the Training Team in ensuring the smooth running of all training courses and trainee placement requirements. With exceptional telephone and online customer service skills, you will deal with enquiries from potential trainees regarding The Spark's courses. This role requires excellent communication, organisational and administrative skills to co-ordinate all areas to ensure the professional delivery of The Spark's training courses including Trainer availability, the production of training resources, organising training rooms and coursework.

Duties and Key Responsibilities

- To take administrative responsibility for students onboarding process for all Spark Training and CPD Courses.
- Continuous monitoring and maintenance Co-ordination for all Spark Training courses.
- Respond to all general and training related enquiries and/or requests, whether via phone, email/web or face to face.
- To take administrative responsibility for students off boarding process for all Spark Training and CPD Courses. Including SQA and COSCA resulting and certification.
- To ensure SQA data management is accurate and timely.
- To continually monitor and maintain SAAS administration.
- Deliver accurate verbal, written communication in a timely and professional manner.
- Maintain accurate electronic systems using a wide range of software packages.
- Liaise with appropriate course leader, finance, and marketing departments to ensure that co-ordination of courses is consistent.
- To maintain records as directed by Training Manager, Head of Training and Quality, Performance and SQA Coordinator.
- Maintain a flexibility of job function in response to the evolving demands of the organisation and undertake other administrative duties as may be required.
- To continue to maintain and update Moodle.
- Collate Training Statistics as directed by Training Manager and/or Head of Training.
- Maintain course materials for delivery; such as COSCA module handbooks for course participants.
- The post will include some weekend working to support training delivery.

Person Specification

	Essential	Desirable
Education & Training	Educated to Higher level (or extensive equivalent experience)	- Diploma in Counselling - COSCA Counselling Skills Certificate
Experience	- Experience in a customer care role - Experience of working in a telephone-based service - Extensive experience in an administrative role	- Working knowledge of the COSCA Statement of Ethics and Code of Practice and the BACP Ethical Framework for the Counselling Professions and their application in professional counselling training - Experience of working within counselling, education, and/or training environments.
Knowledge	Knowledge of data protection and confidentiality principles	- Knowledge of SQA national standards in Further Education - Knowledge and understanding of 3rd sector - Working knowledge of COSCA and BACP requirements for trainees undertaking clinical placement and diploma level study
Skills & Abilities	- Fully conversant with IT packages including Access, Excel, Word and bespoke packages - Excellent listening skills with clear verbal and written communication - Effective decision making and negotiating skills	Working understanding of Moodle (Virtual Learning Environment; including course creation, maintenance and editing.
Personal Qualities	- Expresses warmth, empathy and understanding to a broad range of students experiencing difficult and/or distressing circumstances - Non-judgemental and adheres to principles of confidentiality and data protection - Flexible, adaptable and responds positively to change - Self-motivated, takes personal accountability and demonstrates initiative.	