



Creating a world of better opportunities

Job description

Courses Coordinator

Hybrid - Stevenage

Permanent

Grade 5

Full Time - 35 Hours per Week

Reports to: Courses Manager

Where the role fits

This role is part of the Courses team, within the Operations Team, that is responsible for the operational delivery of exceptional IET technical course experiences.

The role of the Operations team is to define and deliver the operational strategy that enables the delivery of high-quality, cost-effective services, providing input into the product roadmap, with the Portfolio and Product Management team (PPM) and the Engagement and Growth team (E&G).

The Courses team are responsible for ensuring the smooth operation of a wide-ranged portfolio of in-person and online training courses that are delivered publicly and in-company.

Purpose of the role

The Courses Coordinator is responsible for managing a diverse portfolio of in-person and online training courses, delivered both publicly and in-company. Working closely with the Courses Manager, Professional Skills team, and external trainers, the role ensures the seamless delivery of courses by overseeing all before, during, and post-course activities. Key responsibilities include maintaining strong relationships with internal and external stakeholders, managing course inboxes within agreed service levels, and coordinating logistics to ensure a high-quality learning experience.

Strong organisational and communication skills are essential, along with the ability to manage multiple priorities and maintain accurate data records. Attention to detail is critical to ensuring the smooth operation of courses, from content accuracy to financial monitoring and reporting. The Courses Coordinator will play a vital role in upholding the quality of training programmes while continuously identifying opportunities for improvement and efficiency.

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Oversee the end-to-end delivery of technical and professional development courses, ensuring seamless execution across both in-person and virtual formats.
- Manage delegate registrations through EBMS and Adobe Connect, working closely with the Customer Services team to ensure efficient registration processes.
- Work in conjunction with M&CE Team to make sure they know what is being run when and have all the information to sell and deal with enquiries
- Maintain and update the central course calendar as a key reference for trainers, managers, and support teams, facilitating smooth course scheduling.
- Collaborate with the Marketing team to support and enhance promotional campaigns, including reviewing and updating web content, templates, and calendar entries.
- Administer course bookings, joining instructions, and customer communications, ensuring a high standard of service and efficient coordination with internal teams.

- Provide guidance and support to customers on processes and procedures to facilitate the successful delivery of courses.
- Organise and distribute trainer and delegate materials to strict deadlines, ensuring accuracy through version control and prompt issue resolution.
- Liaise with trainers and venues to arrange suitable training facilities, ensuring all logistical arrangements are in place.
- Manage online training software, attending virtual sessions to support trainers with technical and registration issues while assisting delegates with queries. Arrange test sessions with companies where necessary.
- Monitor and evaluate course feedback, identifying opportunities for improvement and contributing to the development of new structures and processes.
- Compile, analyse, and report course statistics and performance metrics, proactively addressing issues and driving improvements.
- Handle financial administration, including raising In-Company quotations and Purchase Order requests for training products and services in a timely manner.
- Provide regular updates to the Courses Manager, ensuring transparency on progress, challenges, and developments.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Apply specialist knowledge and skills:** You'll leverage your in-depth knowledge and expertise in a specific field to deliver essential tasks and services that contribute to the smooth running of the IET.
- **Perform specialist tasks accurately:** You'll independently execute a diverse range of specialist tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- **Contribute to continuous improvement:** You'll actively participate in the ongoing development and improvement of the IET by applying your specialist knowledge and suggesting innovative solutions.
- **Collaborate effectively:** You'll work closely with colleagues from various departments, fostering a collaborative and inclusive environment where open communication leads to achieving shared goals.
- **Provide valuable expertise:** You'll act as a resource within your area of specialism, sharing your knowledge and expertise to support your team and contribute significantly to the overall success of the IET.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.

Skills and experience required

- Experience in a customer/client-focused role is advantageous with strong organisational skills and the ability to manage multiple tasks in a deadline-driven environment essential.
- Confident telephone manner with the ability engage stakeholders.
- Experience in accurate data processing, administration, and the use of systems for analytics and reporting.
- Strong problem-solving skills, with a creative and proactive approach to finding solutions.
- Experience with Adobe Connect is desirable but not essential.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, staying current with industry trends and developments.
- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.

- **Positive and collaborative work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, and contributing to a supportive team atmosphere.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Simon Blows</i>	<i>Event Operations Manager</i>	<i>06/03/25</i>
<i>Strategic People Partner</i>	<i>[Insert Initials and Job Title of Authoriser]</i>	<i>[MM.YYYY]</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.