

## Job Description

Job Title	Programme Coordinator
Reports to	Senior Programme Coordinator
Location	Bristol office
Main Purpose of Job	<p>To be an integral part of the provision of high-quality programmes through:</p> <ul style="list-style-type: none"> <li>Excellent customer service</li> <li>Efficient coordination of the learner journey</li> <li>Efficient support and coordination services to assist the Senior Programme Coordinator</li> </ul>
Main duties	<p>Responding to enquiries through various platforms: Zendesk, email, phone calls</p> <p>Process applications to ensure completeness and eligibility and notifying applicants of the outcomes of their applications</p> <p>Ensure successful applicants have access to and guidance for all learning materials and all systems required for the completion of their qualification</p> <p>Track participants engagement, providing care, support and encouragement through to completion of programme</p> <p>Pre-empt withdrawals and deferrals, offering support, alternative groups etc. as appropriate, and manage/ track them when they occur</p> <p>Ensure that enquiries are acknowledged and dealt with promptly, efficiently and courteously</p> <p>Maintain participants management system, course &amp; group allocations, progress notes, correspondence etc.</p> <p>Book and manage events in relation to workforce delivery (interviews, face-to-face and online courses, online briefings etc.)</p> <p>Inform participants of all event details and provide with relevant resources</p> <p>Set up contracts and work schedules for associates and venues</p> <p>Support the delivery work force as appropriate</p> <p>Update, format and edit programme resources (face-to-face and online content), to adhere to company standards and branding guidelines</p>

Person specification	<p>Be reliable, hardworking and professional with proven customer service-related experience</p> <p>Possess an excellent customer service manner, both written and spoken</p> <p>Have the ability to organise, plan and prioritise time and tasks effectively whilst</p> <p>Work well under pressure with the ability to deal with issues as they arise</p> <p>Be open to change, actively seeking ways to improve all aspects of the business</p> <p>Be highly competent using MS Office</p> <p>Demonstrate accuracy and attention to detail</p> <p>Any other duties as may be required</p>
Salary Range	£21k to £25k, dependent on experience. Please note that this role will carry a notice period of 3 months.