

# Programme Coordinator- Job Description

## Context

Recognised for our excellent quality, Best Practice Network (BPN) is a national provider of the Early Career Framework (ECF) and National Professional Qualifications (NPQs) and is the largest provider of Early Years Initial Teacher Training (EYITT). With recent Initial Teacher Training (ITT) Accreditation, we are now one of just a few organisations delivering the full golden thread of teacher CPD nationally. BPN is also an award winning apprenticeship training provider, the sole provider of the new national EY SEN Programme, and provider of supplementary CPD programmes to the education sector including the National Award for SEN Coordination (NASENCo) and Higher Level Teaching Assistant (HLTA) status. Our ECF programme was rated Outstanding by Ofsted.

BPN's vision is for every child to access an excellent education regardless of background. Over 20,000 school staff are taking qualifications with us, with 90+ delivery partners and 2000+ associate facilitators, assessors, tutors and coaches across the UK and beyond.

Our quality, growth and success depend on our collaborative, innovative and friendly employees. Our core team enjoy flexible working arrangements, a generous benefits package, with career development opportunities enhanced by the connections across Supporting Education Group, our parent company.

Our Values are to Strive for Excellence, Inspire Learning, Work as a Team and Act with Integrity.

## The Position

Reporting to the Candidate Support Manager, the Programme Coordinator role is integral to the delivery of high-quality programmes and requires excellent customer service, efficient coordination of the learner journey and effective support and coordination services. Within the team you will be designated certain areas of responsibility that will change dependant on the needs of the team, the business and your own professional development.

Programme Coordinators will work closely with their team, Candidate Support Managers, and the Sales, Marketing, Partnerships and Finance teams to ensure an outstanding end-to-end experience for participants. Cross-team collaboration is encouraged.

## Responsibilities

- Respond to enquiries through various platforms including Freshdesk, Zendesk, email and phone calls
- Ensure that enquiries are acknowledged and dealt with promptly, efficiently and courteously
- Process programme applications to ensure completeness and eligibility
- Notify applicants of the outcomes of their applications

- Book and manage events in relation to programme delivery and workforce training (interviews, face-to-face and online courses, online briefings etc.)
- Inform participants of all event details
- Update, format and edit programme resources (face-to-face and online content), to adhere to company standards and branding guidelines
- Ensure successful applicants have access to guidance, learning materials and systems required for the completion of their programme
- Set up contracts and work schedules for associates and venues including raising purchase orders
- Support the delivery workforce as appropriate
- Track participants engagement, providing care, support and encouragement through to completion of programme
- Maintain participant management systems including programme, cohort & group allocations, progress, correspondance etc.
- Pre-empt withdrawals and deferrals, offering support, alternative provision, and manage/ track them when they occur
- Work with colleagues to document and improve processes
- Take ownership of and provide visibility into the progress towards KPIs
- Role model values including working collaboratively, striving for excellence, working with integrity and undertaking continual learning
- Adhere to Best Practice Network and Supporting Education’s policies and standards
- Any other duties as may be required

## Targets

- Meet/ exceed departmental KPIs including-
  - Applications processing and enquiry response times
  - Application conversion rates
  - Evaluation responses
  - Participation rates
  - Programme withdrawals and deferrals

## Person Specification

<b>Education and qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Degree or equivalent		✓
Evidence of CPD		✓
<b>Experience, skills and attributes</b>	<b>Essential</b>	<b>Desirable</b>
Be reliable, hardworking and professional	✓	
Have proven customer service-related experience	✓	

Possess an excellent customer service manner, both written and spoken	✓	
Have the ability to organise, plan and prioritise time and tasks effectively	✓	
Work well under pressure with the ability to deal with issues as they arise	✓	
Be open to change, actively seeking ways to improve all aspects of the business	✓	
Be highly competent using MS Office and Teams	✓	
Demonstrate accuracy and attention to detail	✓	
Driven to see things through to successful completion and results	✓	
Highly numerate and literate	✓	
Understanding of the wider education and schools' landscape		✓
Knowledge of and affinity for the Education & Skills sectors		✓
Creative, innovative and able to solve problems		✓