

## Job Description

Job Title	Senior Programme Coordinator – Candidate Support
Reports to	Candidate Support Team Manager
Location	Bristol office (some travel or remote working may be required)
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>Exceeding recruitment targets and KPIs</li> <li>Leadership of coordinators working on the programme(s)</li> <li>Efficient planning of the learner journey and ongoing development of programme processes and systems</li> <li>Contribution to the growth of the business by taking opportunities to increase customer numbers</li> </ul>
Main duties	<p>Work closely and build strong relationships with Programme Director, delivery workforce, and other teams including but not limited to Partnerships, Assessment, Apprenticeships, Finance, e-learning and Marketing.</p> <p>To provide leadership and clear direction to programme coordinators, assistant coordinators and apprentices working on the programme(s)</p> <p>Manage the programme coordinators, assistant coordinators and apprentices working on the programme(s) with regard to their job performance, attainment of KPIs, holidays, absences and other personnel matters</p> <p>Liaise with governing and external bodies such as DfE and external providers ensuring all requests are processed and data (across all various internal and government online services) are kept up to date</p> <p>Logistical and proactive planning for new intakes/cohorts ensuring all tasks and actions occur in a timely manner</p> <p>Have oversight of day-to-day activities of the programme(s) including the support and engagement of participants.</p> <p>Monitor participants and mentor engagement to ensure successful completion of programme.</p> <p>Manage data and production of reports relating to participant retention, event/delivery quality, quality assurance, destinations, impact and client satisfaction</p>

	<p>Identify programme development and opportunities to ensure outstanding care, outcomes, retention and recommendations</p> <p>Propose, create and implement processes, internal procedures and guidance for the team.</p> <p>Propose and create new specifications for and develop the client management system alongside the Team Leader.</p> <p>Plan and schedule events in relation to workforce delivery (interviews, face-to-face and online courses, facilitator training, online briefings etc.)</p> <p>Manage, process and report on event evaluations, creating improvement plans if feedback does not meet KPIs</p> <p>Any other duties as may be required</p>
<p>Person specification</p>	<p>Be reliable, hardworking, professional with proven customer service experience</p> <p>Able to lead with confidence and make informed decisions</p> <p>Able to build and demonstrate strong working relationships at all levels</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 meeting the needs of multiple stakeholders</p> <p>Work well under pressure, dealing 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>Be confident working with people at all levels</p> <p>Demonstrate accuracy and attention to detail</p>
<p>Salary Range</p>	<p>£25k to £30k, dependent on experience. Please note that this role will carry a notice period of 3 months.</p>