**Learning Delivery Coordinator (Maternity cover)**

**Reports to:** Director of Learning Design and Quality

**Location:** Hybrid working: Wednesdays and alternate Thursdays are mandated office day in Wellesbourne, Warwickshire.

**Hours:** 0.8 FTE = 30 hours per week

**Job type:** Temporary; minimum 6-month contract length

**Salary:**  £21,016 per annum (£26,270 full-time equivalent)

**Job overview:**

The purpose of this role is to work as part of a team to provide a high quality, efficient and flexible administrative service and support for learners. The work of the Learner Support team underpins the delivery of a portfolio of education and training. This role has a particular focus on student onboarding and set-up of online courses.

**Responsibilities and duties:**

* Take lead responsibility for implementing the set-up of new course instances, including adding courses to CRM, the online shop, and the organisational planner, and submitting and monitoring the progress of course instance forms with the University of Hertfordshire
* Take lead responsibility for setting up accredited courses from course templates on the University’s Canvas platform
* Create online meeting links for a range of products and interventions
* Verify the registration criteria of all Level 7 learners and maintain accurate student records relating to prior study
* Monitor student enrolments with the University of Hertfordshire
* Support the ongoing delivery of accredited courses including taking lead responsibility for monitoring and uploading session recordings
* Provide high-quality learner and customer support via telephone and email, responding to queries within agreed timescales in a professional and courteous manner
* Support the delivery of webinars as part of the Learner Support team rota, including monitoring the chat, supporting the associate, creating breakout rooms as required, sharing evaluation links, and completing all related administrative tasks related to student attendance and feedback
* Work as part of a team to provide general administrative support related to supporting learners across the organisation’s portfolio of educational products
* Work as part of a team to maintain accurate student records in CRM and other agreed systems and processes

This description is not exhaustive or exclusive, and post holders may be required to undertake additional duties from time to time in line with business needs.

**Person specification:**

Essential:

* Experience of working in an administrative role in a customer support environment
* Proficiency with Microsoft Office applications including Word, Excel, PowerPoint, Outlook, and Teams
* High level of literacy and numeracy
* Excellent communication and inter-personal skills
* Strong organisational skills and the ability to prioritise tasks
* A commitment to working efficiently and to a high standard
* The ability to be flexible and adaptable to meet the demands of a growing organisation
* The ability to work collaboratively as part of a team

Desirable:

* Experience of using a CRM
* Experience of working in a higher education or student-facing environment

**Application deadline:** Monday 20 October, 8 a.m.

**Interviews:** Week commencing3 November

**To apply:** Please submit a CV and cover letter of no more than one page addressing the elements of the person specification to Vanessa Williams at v.williams@educationforhealth.org.