**Job Title**

Contracts Coordinator - Partnerships

**Reports to**

Head of Corporate & National Partnerships

**Job Overview**

To support the Partnerships, Marketing & Communications Team to ensure delivery of a high-quality service to our valued Corporate and NHS customers, through the co-ordination of non-standard projects and training and supporting with the coordination of large scale standard projects and training (hereafter referred to as Projects), ensuring agreements are satisfied to a high standard and customer needs are met (and exceeded where possible).

Support the team with Grant and Donation Applications and Tender submissions

**Responsibilities and Duties**

* Review contracts to ensure clear definition of requirements and expectations
* Support with defining and agreeing project deliverables
* Coordinate contracts against agreed milestones and timescales
* Ensure all Projects are fully scoped, planned and delivered using organisation agreed processes and developing new processes where necessary
* Communicate with delivery team on all aspects of delivery to ensure smooth running of projects
* Liaise with the Learning Design and Quality Team regarding development of learning materials and other supporting documentation if required, monitoring project to ensure delivery within agreed timescales
* Work with relevant members of the organisation to co-ordinate and ensure delivery of a high-quality service to all stakeholders and customers
* Ensure effective budget monitoring
* Co-ordinate with the Delivery Team and Finance Team to identify and escalate any issues.
* Ensure Suite CRM is updated at all times to enable the Delivery Team to do their job efficiently and effectively
* To support the team in preparing information to be shared with clients to demonstrate ROI; this will include collating learner data around course engagement, evaluation and results
* Share learner data internally to promote best practice and action learnings
* Research opportunities with Grants and Donations and support with applications
* Monitor the generic email inbox
* Monitor course waiting lists and support with conversion activities
* Ensure regular reporting of marketing data and statistics to support decision making
* Maintain Market Intelligence library and identify trends/opportunities

**General Responsibilities**

* To work flexibly as there will be a requirement to work across the organisation to ensure Projects are delivered on time and in budget
* To ensure maintenance of accurate data
* To effectively maintain high standards to contribute to improving the corporate image
* Provide appropriate support to other organisational activities as required

These contents are not exhaustive or exclusive and post holders may be required to undertake additional duties from time to time in line with business needs.

**Qualifications**

**Knowledge and Experience**

* Proven experience of project co-ordination in an education/administration environment
* Experience in grant and donation applications and tender submissions that can be used to guide the activities of the team and wider support functions
* Experience in using project management tools

**Specific Skills**

* Ability to prioritise and manage multiple projects and suppliers simultaneously
* Ability to be flexible and adapt to changing conditions and expectations
* Ability to work with internal teams to deliver projects, prioritise tasks, and gather relevant information
* Good written and verbal communication skills
* A high level of literacy and numeracy
* Excellent Microsoft Office skills
* Good understanding of CRM systems

**Personal Characteristics**

* A commitment to working efficiently and to a high standard
* Willingness to travel where required
* Demonstrate a flexible and adaptable attitude towards meeting and exceeding the requirements and needs of customers
* Team player, able to achieve individual and team objectives simultaneously
* Demonstrate commitment to the values of the Charity