1. Job Specifics

Job Title:	Programme Co-ordinator
Reports to:	Head of Service Delivery
Location:	Cheltenham
Division:	QA Learning
Department:	MLSJ

2. About the role

Role Purpose	Working to support one of QA's managed learning service customers, you will provide comprehensive co-ordination support to a managed service contract, working across various teams to provide coordination as required. The Programme Co-ordinator provides and co-ordinates a high quality, dedicated, administrative and logistical service. As well as providing exceptional customer service to clients' enquiries and training needs, your focus will be to ensure that adequate support is provided to whatever projects or programmes you are responsible for. There is an expectation that this person can multi-task and work within various business areas in a highly efficient manner, juggling various priorities in response to the changing requirements of the business. You will also be expected to quickly learn new systems and processes. A Programme Co-ordinator is responsible for the smooth running of customer learning programmes, including but not exclusive to: • Programme delivery planning and administration, communication and co-ordination, taking ownership for the end to end delivery of the service • Managing requirements, resources and delivery in timely manner, resolving issues as they arise. Escalating those that need further support.

	- Attend/host and record decisions/actions of stakeholder meetings. - Maintaining and utilising appropriate feedback channels. - Responsibility for the whole end-to-end journey of specific projects/ training programmes. - Collation of feedback on projects and training programmes. - Customer satisfaction on projects and training programmes. - Ensure and maintain overall customer satisfaction on projects and training programmes - Enabling individuals equal access to learning by supporting any additional learning needs or requirements

Duties & Key Responsibilities	Organisation and administration:
	- Provide excellent Programme Coordination to assigned Programmes
	- Be responsible for an assigned portfolio of Tasking Forms for programmes and all the agreed service delivery outputs
	- Maintain an up to date RACI and resource schedule for your programme portfolio
	- Schedule and ensure appropriate PO cover for delivery of programmes in plenty of time before programme commencement
	- Brief trainers ahead of programme deliveries
	- Arrange and deliver welcome briefings and inductions for all programmes
	- Ensure appropriate assessments, kit, and invigilation requirements are met
	- Attend, host and administer logistics for internal or external site events
	- Report on attendance and no shows to Client in a timely manner, seeking reasons for any learner absence
	- Contribute to team huddles and reporting, highlighting risks/issues and mitigation actions
	- Focus on driving excellent satisfaction levels, pre-course administration experience and NPI learner feedback by adopting continuous feedback/action cycles to:
	    o Decrease detractors
	    o Increase Promotors
	- Monitor module feedback and feed into quarterly and annual reviews of the programme
	- Ensure effective quality control and continuous improvement in all aspects of the programmes
	- Keep track of the programme budget, including tracking expenditure and pricing/forecasting for new requirements
	- Deliver in line with the 'fit for future' initiative (Value Add, Cost Savings and Horizon Scanning), inputting to Cost Saving Log and Activity Reports.
	- Contribute to the Programme's Team targets for lean, sustainable and scalable growth of Programmes (Fit for Use

and Fit for Purpose) – in-line with the Head of Service Delivery strategic priorities.

- Work in Liaison with Snr Solutions Consultants/Solutions Consultants for the smooth transition of new programmes moving from development to delivery.

Customer Centric:

- Act as main point of contact for the project/programme you are working on, ensuring all activity required is in place and coordinated in a proactive manner
- Drive continuous service improvement through Client checkpoints and dashboards
- Attend a weekly programme meeting with relevant stakeholders, highlighting issues and feedback; maintaining these on an action log ensuring completion of these actions to agreed timescales
- Work proactively with the relevant stakeholders of the project/programme to ensure an excellent level and efficiency of service is provided
- Work with stakeholders, as appropriate, to implement any new processes as required, agreeing feedback mechanisms and delivering on these
- Develop effective relationships with internal and external stakeholders and partners as appropriate to the role
- Proactively identify and respond to issues, demonstrating excellent problem solving to resolve

Learner Centric:

- Seek timely learner feedback and responding accordingly
- Provide support for learner when working on customer training projects/programmes, to ensure they have the maximum opportunity to succeed (resolving any issues)
- Respond to all learner emails/calls in a timely manner ensuring they have an appropriate resolution to their query

Ways of working:

- Be an ambassador of QA, ensuring you act in a manner that's congruent with the way we run training and programmes
- Actively promote the values of QA and its clients: learner focus, responsibility, integrity, collaboration and respect
- Actively promote equality and diversity, recognising and actively challenging stereotyping, prejudice and discrimination, ensuring that these principles permeate all working practices, creating an inclusive learning environment and workplace for students and staff respectively
- Comply with and promote QA's Safeguarding, Data Protection and Health and Safety policies and procedures and to undertake recommended training as and when necessary
- Assist with the effective identification and management of risk
- At all times seek to serve the best interests of QA
- Demonstrate contribution to revenues and margin, with tangible proof of influence on profitability

	• Ensure programmes and projects are supported appropri ately during periods of absence

KPIs & SLAs	• Weekly/Monthly Project/Programme reporting to include:
	    ○ Weekly Highlights Report - Risks, issues and resolution
	    ○ Monthly Fit for Use and Fit for Purpose reports
	    ○ Monitoring of Project/Programme timelines on Programme Actions log
	    ○ Stakeholder engagement
	    ○ Actions, decisions and request for change reporting
	    ○ Forecasting
	    ○ Opportunities and risks
	• Share knowledge with other team members on a regular basis by creating information repositories and supporting briefing sessions at team meetings.
	• Ensure housekeeping and storage of all documentation, in accordance with the wider contract, using version control.
	• Gain excellent feedback from customer and team
	• Deliver service in line with contractual and LG SLAs/KPIs
	• Support the application of robust processes which maximise efficie ncy and minimise service errors

Key Working Relationships	• Head of Service, other Programme Co-ordinators, Programme Administrators, TCAs, Trainers, Resourcing, Management Team, Customer

3. About You

Skills & Abilities	- Clear and effective communication skills are a must. You will have the ability to communicate with various stakeholders from different levels on seniority - High standard of literacy and numeracy. - Methodical and accurate with a proven ability to focus on detail. - Proven organisational & planning skills. - Uses initiative in identifying and resolving problems and concerns. - Determines when problems should be escalated to a higher level and acts promptly to make relevant parties aware. - Excellent telephone manner.
Experience	- Proven experience in a customer-facing role with a high project/administrative content. - Experience of supporting projects and programmes. - Experience of attending/hosting corporate events - Experience of financial management – forecasting/budgeting/tracking of spend - Experience of administration in a training environment would be beneficial.
Knowledge	Good working knowledge of Microsoft Office (Word/Excel/PowerPoint/Outlook).
Personal Attributes & Other Requirements	- Self-motivated with initiative and drive. - Ability to work independently and effectively, under pressure. - Works effectively both alone and with general supervision. - Has the ability to multi-task and prioritise/schedule own workload while working to tight deadlines.

4. About QA

About Us	QA is one of the largest learning services organisations in the UK, developing skills and capabilities for everyone from apprentices to business leaders. Headquartered in London, but with a nationwide network of state-of-the-art training centres, QA Group is comprised of four fast-growing divisions- QA Learning, QA Apprenticeships, QA Consulting and

QA Higher Education- all of which deliver innovative and cutting edge skills solutions to UK organisations.

At QA, we are proud to help people and businesses transform their performance through learning ; we offer a complete range of business and IT training. With training centres throughout the UK, QA delivers an exceptionally broad training curriculum to meet the needs of individuals and corporate businesses. Our award-winning teams of learning professionals are amongst the best in the world, each with extensive experience and a proven track record of delivering the skills that transform performance and ensure lasting benefits.

The Division You'll Be Working In	**QAL:** QA Learning provides the most complete range of training courses and learning services available in the UK. Our training courses span six main areas; Technical IT, Business Applications, Business Systems Analysis & Design, Programme & Project Management, Service Management, Leadership & Management and Business Skills. In addition to our public schedule of over 1,500 classroom-based courses, QA Learning also offers world-class delivery through virtual, mobile and eLearning. We are listed as the no.1 IT training company by The Learning & Performance Institute (LPI), with 350+ fully employed learning professionals and subject matter experts and 24 centres with 230 classrooms across UK.
QA Values	**Integrity** - We will: Be open and honest. Have trust and respect for each other. Act in the best interests of the whole business. Share knowledge and experience. **Commitment** – We will: Deliver our obligations to clients and colleagues. Take individual responsibility and be proactive in delivering what we promise. Champion equality, diversity and inclusion. Support our communities and protect the environment. **Service** – We will: Understand our clients and exceed their expectations. Provide exceptional value. Deliver the highest quality service. Strive to continually improve and enhance our services.
Benefits Offered With This Role	25 days holiday (rising to 28 days after 5 years) – with the ability to buy more holiday days . - Pension scheme – we will contribute a 3% of your basic salary. - Life Assurance (4x your basic salary) . 2 days paid Charity Days – QA will also double any sponsorship money raised up to £250 . 3 additional training days to focus on things you are interested in. - Season ticket loan. - Discounted gym membership and cycle to work scheme .