



Job Description

1. Job Specifics

Job Title:	Training Planning & Resourcing Coordinator
Reports to:	Scheduling Manager
Location:	Slough
Division:	QAL
Department:	Operations

2. About the role

Role Purpose	To provide support to our key client through effective planning, communication and resourcing.
Duties & Key Responsibilities	<ul style="list-style-type: none">• Managing and updating trainers schedules• Developing excellent working relationships with trainers• Updating resource schedules• Resourcing various roles for clients and projects• On boarding and testing process for new trainers• Managing trainer purchase orders and queries• Building events on internal system• Maintaining and updating internal database records• Attending regular resourcing calls
KPIs & SLAs	SLA's for enquiry response times Trainer utilisation targets Negotiating trainer rates Managing resource budgets

Key Working Relationships	<p>Trainers Floorwalkers Communications Coordinators/Managers Account Managers Solutions Director Project Services Manager Schedulers Operations Director</p>

3. About You	
Skills & Abilities	<ul style="list-style-type: none"> • Logical thinker who is willing to own and solve problems with the determination to find solutions • Extremely pro-active • Clear communication • Must have excellent organisational and planning skills with the ability to prioritise workloads, work methodically, accurately and effectively under pressure whilst maintaining a positive attitude • Listens to and follows instructions to the highest level of accuracy • Unafraid to ask questions • Confident and outgoing

Experience	<ul style="list-style-type: none"> • Scheduling / Planning, organisational background desirable • Experience of working in a busy office environment is essential • Experience of people management would be beneficial
Knowledge	N/A
Personal Attributes & Other Requirements	<ul style="list-style-type: none"> • Flexible and adaptable to change • Must be able to remain calm at all times • Thorough and detail orientated • Confident and outgoing

4. About QA

About Us	<p>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.</p> <p>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.</p>
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<p>The Division You 'll Be Working In</p>	<p>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.</p>
<p>QA Values</p>	<ul style="list-style-type: none"> • 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.
<p>Benefits Offered With This Role</p>	<ul style="list-style-type: none"> • 25 days holiday (rising to 28 days after 5 years) – with the ability to buy more holiday days • Pension scheme – we will contribute a % 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 're interested in • Season ticket loan • Cycle to work scheme • Group Income Protection • Voluntary Private Medical Insurance • Childcare Vouchers • Flu Jab Vouchers