

TRAINING CO-ORDINATOR

Key Terms and Conditions of Employment

Purpose of Job: We are offering an opportunity for a proactive and enthusiastic Training Co-ordinator with excellent organisational and communication skills. This is an interesting and varied role, with particular responsibility for event coordination and student services.

The successful candidate will have some administrative experience. The role requires excellent written and oral communication skills, and the ability to build effective working relationships. It is essential that candidates have the ability to prioritise workloads and have a proactive approach, and be able to use initiative to work independently as well as part of a team.

Managed by the: Senior Training Supervisor

Location: Central London

Hours of work: Full-time, 37.5 hours per week, Monday-Friday between 9:00-17:30 (Very occasional weekend and evening working will be required but we operate a TOIL policy)

Salary: £23-25K per annum depending on experience

Holiday: 25 days (rising to 26 days after 1 year of continuous employment and to 27 days after 2 years of continuous employment) plus 8 bank holidays

Pension: Group personal pension scheme
5% employee contribution – 6% employer contribution

About Us

Formed in 1948, Tavistock Relationships is internationally renowned as an organisation delivering and developing advanced practice, training and research in therapeutic and psycho-educational approaches to supporting couples.

We deliver professional training to the next generation of couple therapists and provide clinical services to couples and parents throughout London. We provide a range of affordable counselling and psychotherapy services which support clients experiencing challenges in their relationships, their sexual lives and their parenting.

In addition, we undertake research, service development and policy activities which encourage the development and growth of effective and innovative relationship support interventions.

Courses and Training

We provide accredited professional trainings in Counselling, Psychotherapy and Psychosexual Therapy, from introductory courses to doctoral programmes.

We also offer a full programme of CPD courses and conferences which provide opportunities for professionals to further develop their expertise.

Furthermore, we work with local and national government, the health sector, education and other voluntary organisations who commission us to develop and deliver training as well as relationship support programmes.

Counselling and Therapy Services

Our team of clinicians offer a range of affordable counselling and therapy services to support every individual, couple or parent facing relationship problems. Uniquely Tavistock Relationships is the only London based service that provides a payment sliding scale meaning that our services are accessible for all those who wish to use them.

For more information about our counselling and therapy services please visit www.tavistockrelationships.org.

Policy and Research

Tavistock Relationships undertakes service development, [policy and research](#) activities to encourage the development of effective and cutting edge relationship support services. We raise awareness of the importance of relationships to the health and well-being of our society by influencing politicians and policy-makers at the highest level.

We are committed to delivering the highest quality of service to all of our clients and to a culture of continuous improvement. [Read more](#) about how we review our services and ensure a commitment to quality.

Innovative Projects

One way we bring innovative practice into being is through our projects. These new and challenging pieces of commissioned work (often including third sector, health as well as national or local government partnerships) include specially designed clinical delivery and front line training. Details of current projects we have can be found in our [Services and Programmes page](#).

Responsibilities and Duties of the Role

The Training Administration Department carries operational responsibility for all programmes and events across the organisation. Each member of the administration team will have designated areas to support.

The areas this role will be responsible for include (but are not limited to):

- CPD (Continuing Professional Development) days and Conferences
- Certificate in Psychosexual Studies
- Summer Schools
- Certificate in the Study of the Couple Relationship

Customer service

- To be the first point of contact for all new enquiries and to ensure that all enquiries are responded to within 12 hours;
- Support the development and maintenance of positive, collaborative working relationships with all staff and students to sustain the reputation of the Training team as a customer focused function.

Training Programmes

- Responsibility for providing administrative support of the academic courses by developing and maintaining accurate and easily accessible records and processes for all student and course information;

This will include:

- Acting as first point of contact in relation to enquiries about the courses
 - Processing applications and payments
 - Organising interviews, administering offer/rejection letters
 - Ensuring all required paperwork and finances for new students is completed in a timely manner before they commence the course
 - Supporting the course leader in preparation of the student handbook and other necessary documentation required for students during their study
 - Liaising with course leaders, librarian and students to ensure any required reading material is available, updated and accessible on the learning hub (Moodle)
 - Setting up training rooms (moving tables and chairs for which Manual Handling training will be given)
 - Record and monitor attendance registers
 - Coordinate receipt of assignments between students and markers and maintain up to date records of all results
 - Attend meetings where required, taking notes and progressing actions
- Supporting the production of statistical reports on a weekly and monthly basis;
 - Coordinate and support the needs of academic staff and students to ensure the smooth running of courses.

Events

- Supporting the online bookings, registrations and payments process for events;
- Liaising with trainers and with colleagues elsewhere in Tavistock Relationships to ensure the smooth running of events;

- Preparing training/event materials for delegate packs;
- Following up attendance and payment where pending;
- Responsibility for providing hospitality, resources and catering on the day of the training event – including setting up rooms (this involves moving tables and chairs and for which Manual Handling training will be given);
- Supporting trainers in the use of audio and visual equipment;
- Supporting the evaluation process; ensuring evaluation forms are completed and returned for each event/programme and logged in line with the procedural timelines and reports produced, and contributing to the identification of areas for improvement;
- Supporting the preparation and delivery of Open Evenings and Graduation Ceremonies and additional one-off events.

Project support

- Provide additional admin support (short or long term) to projects if required. Tasks and responsibilities will be similar to course and event administration.

Other Duties and Requirements

- Meeting with the Director of Studies, the Marketing team and Heads of Programme, as required;
- Responsibility for ensuring any risks are identified, responded to promptly and escalated to the relevant course leader/trainer;
- Ensure confidentiality and security of sensitive information is maintained and complies with the requirements of the GDPR (2018);
- This role requires a high degree of flexibility from the post holder so you will be asked to undertake other pieces of work as the organisational need arises and to support the team during busier periods;
- Any other duties that may be deemed appropriate and commensurate with this role.

Person Specification – Skills and Experience

Essential	Desirable
Excellent administrative and organisational skills and the ability to plan ahead	At least one year administrative experience in a demanding environment, ideally in a clinical or educational/training setting
An ability to manage your time well and prioritise competing demands	Educated to degree level
Proficient in using Microsoft Office software, particularly Excel, Word and Outlook	Knowledge of working with databases
Good inter-personal skills and ability to work with a wide range of people	Use of AV equipment
Self-motivated, ability to work under pressure and be highly responsive	Knowledge of working with virtual learning environments, preferably Moodle
Excellent verbal and written communication skills and an ability to represent the organisation well	
Proactive, able to work well both under own direction and as a member of a team	
Experience in a customer facing role	