

JOB TITLE: Senior Co-ordinator

JOB PURPOSE: To assist the strategic manager deliver outstanding customer service by supporting the management of projects, its customers and providing administrative support to these programmes and people.

SPECIFIC RESPONSIBILITIES AND ACCOUNTABILITIES

Main duties & responsibilities

- Support the Strategic Manager Diversity projects and help to identify business opportunities and project developments
- Represent People 1st, Women 1st and Stonebow at Networking Events and Business Development meetings
- Organize and develop a calendar of events that supports Women 1st projects.
- Manage networking events and training days which support the Women 1st projects. This will include organizing the events from conception and administration through to attendance and evaluation.
- Manage and perform the daily administrative duties for Women 1st including the specific administrative requirements in accordance with the funding organizations regulations including invoicing.
- Under take marketing activities and manage e-campaigns
- Contact customers to book appointments for the managers as targeted.
- Process certificate requests in a timely manner
- Maintain and update the learner and employer databases – ensuring compliance with funding organizations regulations.
- Develop and maintain relationships with existing clients and customers
- Inform clients of all services offered by Women 1st, Stonebow and People 1st with a view to generating additional revenue streams
- Manage the customer process – from initial booking, confirmation of booking, preparing and sending out joining instructions, materials being sent to venue, and certification. Additional responsibilities may become apparent depending on the funding organization or sponsorship deal.
- Promote Women 1st and Stonebow to existing and new customers
- Deal with and manage customer enquires in accordance with customer service protocol
- Support team members to identify new areas of opportunity
- Maintain an up to date customer database through the CRM system
- Contribute and support projects as required.

Core Competencies

- Strong customer focus
- Attention to detail
- Drive for Results
- Acts with a “can do” attitude to do a better job and continually improve own performance, puts drive and energy into achieving results, takes action to exceed goals and expectations.
- Concern for Quality
- Creative Thinking
- Taking the Initiative

- Acts with self-belief and resilience to capitalise on opportunities and overcome problems.
- Teamwork & Cooperation
- Works constructively with colleagues within the team
- Analytical Thinking & Problem Solving
- Effective time management and prioritisation skills
- Influencing & Communicating at all levels
- Good phone manner with delivering excellent customer service at forefront of conversations.

Candidate Profile:

- At least one years business work related experience
- Graduate
- Client service focus
- Ability to communicate credibly and effectively
- Knowledge of the HLTT industry
- Awareness of current business issues facing HLTT sector
- Self motivated and innovative problem solver
- Highly developed written and verbal communication abilities

Job Scope

- Working with the Strategic Manager (Diversity) to develop and grow the Women 1st initiative and its sustainability.

Additional Information

This document presents a profile of the key responsibilities and accountabilities of the position. It is not a definitive document but simply provides the broad criteria expected of the jobholder.