

Training Coordinator
Outspoken Training
Full-time permanent post
Cambridge
£18000 per annum

The Company

Outspoken Training delivers services that promote more and better cycling. These include cycle training for children and adults, cycle instructor training and bike maintenance workshops. Outspoken Training gained National Standard 'Bikeability' accreditation in January 2009. We currently work in Cambridgeshire and surrounding counties, delivering high quality training to school children on behalf of local authorities and School Sports Partnerships, and also to adults, businesses and other clients. Outspoken Training is one of the 17 national Instructor Training Organisations (ITOs). Our ITO services include delivery of cycling instructor training, ongoing training for qualified instructors, and consultancy services for Bikeability schemes delivered by local authorities. In addition, we run regular bike maintenance courses, balance bike training for small children, and other bespoke training courses for groups, charities and businesses. All of our business is driven by a commitment to reduce carbon emissions, generate business benefits, and improve community health and well being.

The role

We are looking for a Training Coordinator for Outspoken Training to co-ordinate our cycle training services and contracts, and to facilitate the smooth running of our administrative processes. Reporting to the Director of Cycle Training, you will co-ordinate multiple Bikeability contracts, maintaining excellent channels of communication with clients, schools and instructors. You will be responsible for the day-to-day administration of contracts, using database and client/school/instructor communications systems which you will maintain and update. You will also be responsible for day-to-day office administration tasks and provide support and assistance to the Director of Cycle Training and the Managing Director.

The person

This is a role that will appeal to someone with excellent organisational and administrative skills. The successful candidate will be able to show that they have experience or interest in managing processes and people. Excellent, demonstrable written and spoken communication skills are absolutely essential as you will be dealing with clients, schools and instructors over the phone and via e-mail as well as face-to-face. A high level of computer literacy is necessary, and familiarity with simple databases and website updating is desirable.

Key duties include:

Cycle training support

- ⤴ acting as the first point of contact for all enquiries relating to cycle training contracts and courses
- ⤴ liaising with schools and instructors to organise training courses using web-based bookings, email, telephone and face-to-face meetings
- ⤴ keeping accurate records of all communications and tracking of information in databases and spreadsheets
- ⤴ organising and maintaining an instructor rota to ensure adequate staff levels
- ⤴ supporting and coordinating instructors, ensuring they have all necessary resources to run courses effectively
- ⤴ managing the administrative aspects of instructor recruitment and training processes (CRB checks, references etc)
- ⤴ maintaining records and paperwork relating to instructor training courses
- ⤴ monitoring client contract-related activities and implementing ongoing changes to contract requirements
- ⤴ resolving problems where they occur, reporting promptly to the Director of Cycle Training

- ⤴ collating feedback and information on delivery performance to ensure all customer expectations are met
- ⤴ using content management systems and social media applications to maintain and update websites and internal databases and promote Outspoken Training

Office administration

- ⤴ devising and maintaining office systems
- ⤴ organising and storing paperwork, documents and computer-based information
- ⤴ using a variety of software packages to produce correspondence and documents and maintain records, spreadsheets and databases
- ⤴ organising the office layout and maintaining supplies of stationery and equipment
- ⤴ maintaining the condition of the office and arranging for necessary repairs
- ⤴ calculating and comparing costs for required goods or services to achieve maximum value for money
- ⤴ book keeping: maintaining a range of budgets, invoicing, payroll
- ⤴ sorting and distributing incoming post and organising and sending outgoing post
- ⤴ photocopying and printing various documents, sometimes on behalf of other colleagues
- ⤴ arranging events and booking rooms and conference facilities

How to apply?

CV and covering letter to lisa@outspokentraining.co.uk

Contact: Lisa Dawson 01223 719594

IMPORTANT: If you do not receive a response within 5 working days please assume that your application has not been successful on this occasion

Closing date: 6th February 2012

Outspoken Training is an Equal Opportunities Employer. We seek to empower each individual, and respect the diverse cultures, perspectives, skills and experiences within our work place.