

Job title:	Training Co-ordinator (Governance)
Job ref:	HFL1433
Hours:	37 per week
Salary band:	Band 3 – up to FTE £22,000 p.a plus excellent benefits (Salary dependent on experience)
Contract:	Permanent
Reports to:	Head of Governance Services/Governance Adviser (Training)
Team:	Governance Services
Location:	Hybrid working consisting of remote working and flexibility required to work 1 day per week in the Head Office – Stevenage, Hertfordshire.

Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

Job context

The Governance Services team provide a wide range of services to support governing boards. Working as part of a team, the postholder will support with the facilitation of governor training, which includes engagement with customers directly to help facilitate our service offering.

Purpose of the job

The post holder will coordinate various streams of admin activity to support the delivery of governor training courses whilst always maintaining the highest possible standards of customer care.

Main areas of responsibility

1. Support with processing training requests
 - Liaising and managing queries with customers and trainers

- Maintaining and updating the Training tracker and internal training calendar
 - Setting up courses/briefings on digital platforms
 - Distributing pre reading/course content to customers and trainers
 - Post training courses, follow up seeking feedback via evaluations
 - Where relevant seek summary report from trainers
 - Extracting data from GovernorHub to support with producing weekly charging spreadsheet for attendance/cancellation/additional requests
 - Administering training charges and processing invoices accurately and in a timely manner
 - Work alongside the training lead to support future course planning
2. Undertaking general administration:
- To monitor and manage the nominated email inbox, categorising, responding, and filing emails.
 - To be a point of contact for callers to the HfL Governance Training Services enquiry line and cover of general Helpdesk at peak times.
 - Ensuring confidentiality, attention to detail and accuracy is delivered at all times
 - To support the digital evolution of the Governance team, embracing new technologies and systems
 - To work flexibly within the team, covering in the absence of team members and providing administration support to other areas of the business (as and when needed)
 - To own your professional development, taking part in training and development activities as agreed with your line manager
3. Supporting and updating governance resources
- To work with the Governance Training Advisor, Head of Service and peers to drive continuous improvement by regularly reviewing processes and workloads.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

Person specification

Knowledge and Experience of:

- Demonstrable administrative experience (Essential)
- Excellent customer service skills (Essential)
- Providing a wide range of professional administration services to teams / individuals, with great attention to detail (Essential)
- Working effectively with others in a fast-paced environment whilst working remotely and within the office (Essential)

- Dealing with a range of customer queries in a professional manner (Essential)
- Knowledge of education and school governance (Desirable)
- Experience of serving as a school governor or clerk to governing board/trust (Desirable)

Skills

The post holder will:

- be able to use Microsoft Office software packages and the internet confidently and competently (Essential)
- able to support with 'technical' issues relating to remote learning access (Desirable)
- be able to provide a high level of customer service, on the telephone and by email (Essential)
- have effective literacy and word processing skills (Essential)
- be able to present information in an accurate and appropriate format (Desirable)
- have excellent organisation skills and demonstrable attention to detail (Essential)
- be able to prioritise their own workload, work on numerous activities simultaneously, complete tasks and meet deadlines whilst maintaining attention to detail (Essential)
- be able to communicate clearly and effectively with others, both verbally and in writing (Essential)
- be able to use initiative (Essential)

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, If you want to know more about this opportunity, please contact Hollie Common who would be happy to chat to you on 07775413144 or via email hollie.common@hertsforlearning.co.uk

To apply, email hfl.recruitment@hertsforlearning.co.uk with a detailed CV along with a cover letter to include responses to the following questions:

1. Detail the range of customer queries you have managed/ processed in the past?
2. What does 'delivering excellent customer service' mean to you?
3. What experience do you have of working individually and with others?
4. Scenario: You start your morning's work and realise you have quite a few unread emails to action, plus a busy diary of meetings, schools to invoice and admin tasks diarised to complete. How will you manage your day?

As part of our move towards eradicating unconscious bias within the recruitment process, we will be anonymising your forms.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on the hfl.recruitment email address above.

Closing Date: Monday 20th June at 9am

Telephone Interview Date: Thursday 23rd June 2022

Interview Date: Tuesday 28th June via Microsoft Teams