

Learning and Development Co-ordinator Role

ABOUT THE ROLE

The role is an exciting opportunity for a creative and self-motivated individual to join our Performance Solutions (PS) Team. As a team, we support the growth of the organisation by providing learning and development programmes for clients

We are looking for an individual with experience in coordinating programmes or events, with a proactive attitude and desire to make a positive impact on people development.

This role will report to Head of Performance Solutions and will be responsible for the coordination and logistical delivery of all Performance Solutions offerings, the maintenance of our courses and resources, as well as the provision of all administrative support to the Performance Solutions Team.

MAIN AREAS OF WORK

- Manage new processes and ways of working that will support PS in the delivery of high impact experience events
- Act as a point of contact for PS queries via all forms of communication
- Provide an efficient service for course administration including attendee lists, registers, course instructions, pre-learning material, cancellations, evaluation etc
- Manage the resources and logistics for all learning and conference events, sourcing appropriate resources and ensure they are on site for facilitators
- Maintain the availability calendar for all in-house facilitators and associates, including Curium US where appropriate
- Manage the events diary, ensuring facilitators are scheduled, booked, confirmed and prepped with course notes, event details and hotels organised if appropriate, in a timely manner
- Liaise with the Marketing team to ensure PS events are published and communicated to maximise take up
- Manage the administration of sales and marketing plan for PS, ensuring that we have a continuous focus on generating new business
- Maintain up-to-date skills and competency matrix for all PS team and associates
- Maintain PS course notes and resources within Dropbox, ensuring we always have the latest versions available
- Provide administrative support to the Head of Performance Solutions
- Administer the orders and invoices system for TetraMap® materials and resources

- Track the PS budget and ensure delivery of events are within agreed budget limits – includes ensuring all expenses for events are allocated correctly and on time
- Manage the delegate experience on PXP (Performance Experience Platform) from pre-event attendance through to post-event evaluation
- Manage the evaluation process
- Analyse data from PXP and provide monthly reports on key areas such as usage and event evaluation
- Liaise with clients to organise logistics and meetings for learning events. (May require occasional travel)
- Negotiate with suppliers and venues to get the best outcome for clients and Curium
- Set up and maintain a preferred supplier list for PS events and resources
- Produce reports on PS activity

KNOWLEDGE, SKILLS & EXPERIENCE

- Learning and Development and/or event management experience is desirable
- Demonstrable experience of coordinating a high volume of events at any one time
- Excellent organisational skills including the ability to manage a busy workload and multiple priorities
- A natural and effective communicator (verbal and written), with ability to build credible relationships quickly
- Ability to analyse data and identify trends
- Strong attention to detail
- Demonstrable experience of creating and implementing a new administrative process
- Familiarity with business software such as Microsoft Word, Excel, PowerPoint and Outlook
- Excellent organisation and time management skills
- Self-motivated, resourceful and able to work both independently and as part of a team
- Ability to be flexible and adaptable in a continuously evolving environment
- Proven ability to work well under pressure and respond to challenging priorities
- Empathy with the values and mission of Curium, and acts in accordance with our values and behaviour sets
- Displays drive and purpose
- Delivers results
- Demonstrates resilience
- Demonstrates self-awareness and a desire to develop