

Training and Materials Coordinator

We are looking to recruit a training coordinator to join our mission-led organisation, supporting our friendly and dynamic training team.

Reporting to: Training Manager
Location: Hybrid – 2-3 days in our Buxton office as well as home-based working
Contract: 12 month fixed-term (We welcome applicants who wish to work between 28-35 hours per week)
Salary: £25,000 FTE

About the organisation

Triangle is a values-based Social Enterprise with a vision of a society in which people are enabled to thrive. We help homelessness, health, and social care providers improve services by creating engaging visual tools and promoting collaborative ways of working. We help to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars.

The Star has proved immensely popular and is now widely used in the UK by charities, social enterprises, and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families and substance misuse.

For more information see www.outcomesstar.org.uk.

What you can expect

- A purposeful, caring and inclusive team operating within an employee-owned trust
- An opportunity to grow and develop yourself through your work
- To be empowered to lead and self-manage with the support of a highly committed team around you
- Opportunities to be involved in projects outside the scope of your role, if you so wish

About the role

Facilitating learning through training is a key aspect of Triangle's work and our engaging materials play an important part in ensuring that the Star is used well. We deliver training and learning through a variety of channels, including face to face and remote sessions. The Training Coordinator plays a critical part in responding to, managing, scheduling and confirming the large number of training courses that new and existing clients require. They should have a keen eye for detail and excellent organisation skills providing the training participants with the materials they need to succeed. As a newly-formed team there is scope to shape this role with continuous improvement of the processes and functions of the role. There is a requirement to frequently bring boxes weighing up to 20-35kg into the office (accessed by two flights of stairs).

Outcomes of the role

1. Internal and external communications relating to training are responded to in an appropriate and timely manner.
2. Training materials are processed and despatched in accordance with procedures.
3. Training materials are stocked and kept at agreed levels.
4. Clients, trainers and others involved receive confirmation of scheduled training in good time.
5. Colleagues are supplied with accurate and sufficient information to support delivery of high-quality training.
6. Clients' needs are met and all required processes to enable this are completed to a high standard.

Job Description

Overview of responsibilities and main tasks

- Liaise with clients and trainers to determine suitable training dates, collaborating closely with our Training Manager and network of trainers.
- Manage the booking process and administration for courses, including updating Salesforce and other records with comprehensive training details for licensing purposes.
- Send out booking confirmations to clients and trainers.
- Ensure courses adhere to internal guidelines for scheduling and capacity.
- Coordinate with clients to gather necessary information before training sessions, facilitating optimal training experiences.
- Issue certificates to attendees on completion of training.
- Collate and distribute trainers' evaluation forms.
- Track and fulfil requests for training materials.
- Compile, print, and arrange delivery of required training materials.
- Manage posting and delivery of training materials while updating Salesforce accordingly.
- Monitor and manage supplies and waste materials, prioritising recycling efforts.
- Generate quotes via Salesforce and maintain accurate client records, including their history and specific requirements.
- Update Salesforce, Mailchimp and the website to ensure information remains current.
- Support the Training Manager with monthly and quarterly reporting.
- Attend meetings regionally, nationally, and virtually as needed
- Provide administrative support across teams as needed.

Person specification

Essential

- Ability to develop and build strong relationships with both clients and colleagues

- Excellent organisation and record-keeping
- Excellent attention to detail, and a thorough and methodical approach to tasks
- Self-motivated with ability to work independently
- Ability to prioritise competing pressures and meet deadlines
- Ability to learn quickly
- Commitment to delivering a high-quality service
- Good IT skills including MS Office
- The ideal candidate must be able to complete all physical requirements of the job with or without a reasonable accommodation

Benefits

- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, employee assistance programme, cycle to work scheme
- 25 days' annual leave plus bank holidays (pro-rated for part-time) & additional days at Christmas
- Opportunities for personal development

At Triangle, our people are our greatest asset, and we are committed to creating a happy, healthy, purposeful work environment in which everyone is supported and empowered to do their best work. We strongly encourage candidates of diverse backgrounds and identities to apply. Each new employee is an opportunity for us to bring in a unique perspective and strengthen our team, and we are always eager to further diversify our organisation.

Deadline for applicants: 7th April

First interviews will be arranged remotely on 25th April

Second interviews on 1st or 2nd May remotely

STRICTLY NO AGENCIES