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| **YOUNG ENTERPRISE JOB DESCRIPTION**  **EDUCATION SERVICES COORDINATOR** | |
| Job title | Education Services Coordinator (Programmes and Services Coordinator) |
| Department | Programmes and Services |
| Pay Grade | 4 |
| Reporting to | Education Services Manager |
| Location | Flexible – London Office or Home based with occasional travel |
| Main job purpose | The Education Services Coordinator will work collaboratively with, and provide a supporting role to the Education Services Manager to ensure the high quality provision of YE educator facing services, including teacher training and provision of teaching resources for financial and enterprise education. |

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| **MAIN RESPONSIBILITIES** |
| Work with the Education Services Manager and Programme Managers to ensure the smooth running of Programmes and Services, through discussion, planning, reporting, setting up of systems, evaluation and communication.  Coordinate the development of high quality teaching materials by team of freelance consultants, providing briefs and monitoring outputs.  Coordinate the efficient and successful development, delivery and evaluation of all teacher training events and e-learning courses, including supporting the development of new face to face and digital courses.  Set up and coordinate a Teachers Advisory Group to support staff in gaining input from teachers on YE’s offer.    Set up and maintain systems (including databases and spreadsheets) to record and monitor educator facing services, including teacher training (face to face and e-learning), the Young Money Lesson Plans service and resource ordering including Amazon and website orders.  Provide high level customer service, both internally and externally, to a variety of people including teachers, consultants and senior management team. |
| **KEY TASKS** |
| **Support the planning, and manage day to day the educator facing CPD (teacher training) service, including regional; in-house and special projects:**  Book venues and consultants and schedule virtual events for regional and in house teacher training sessions (face to face and virtual deliveries).  Maintain delegate booking records with all necessary information including venues, dates and times.  Recruit teachers and schools to training events.  On the day event management, when needed, to support the successful delivery of training.  Maintain presentations and compile and send hard copy and electronic delegate packs.  Support development of CPD offer for enterprise and work readiness including further e-Learning courses.  Monitor e-Learning course use and answer enquires from users and prospective users.  Coordinate evaluation surveys and feedback, using feedback to identify potential developments and improvements to YE’s CPD offer.  Maintain trackers and other recording documents in a timely and accurate manner. |
| **Support the development of, and manage day to day the Young Money Lesson Plan Service, a subscription service of fully resourced financial education lesson plans for teachers:**  Responding in a timely and effective manner to requests for support including trouble shooting common technical issues and escalating to digital management company when appropriate.  Coordinate the development of high quality teaching materials by team of freelance consultants, contributing ideas for new content, supporting the production of briefs and monitoring and feeding back on outputs.  Recording KPIs  Supporting the development of the service including reviewing a recent audit of all material and working with Education Service Manager to agree and action updates to ensure the materials are meeting teacher’s needs. |
| **Establish and coordinate the Teachers Advisory Group (TAG)**  Conduct and record research on, teacher advisory groups currently operating inside and outside sector and teachers expectations and motivations for joining advisory groups.  Work with Education Service Manager to establish and action a development plan based on research findings.  Coordinate the group day to day including managing a schedule of advisory requests for group, liaising with staff about requests they would like to include and maintaining communications with members of the group to ensure their continued engagement. |
| **Provide high level customer service internally and externally to stakeholders such as teachers, other practitioners, consultants and colleagues:**  Respond to general communications via phone and email, including programme and service specific enquiries from teachers and other educators.  Responsibility for monitoring stock control and the ordering of teaching resources.  Ability to discuss, promote and provide insight into the programmes and services offered by the organisation to internal and external stakeholders. |
| **Use and maintain information systems, including the database to record and monitor educator facing activities:**  Assist the Education Services Manager in ensuring that the data we hold is accurate and up to date, with responsibility for inputting data and maintaining records.  Take a proactive role in the delivery of allocated programmes and services and work with colleagues to review, update and develop systems and processes, and problem solve when needed.  Work with colleagues to use evaluation data to inform the development of future programmes and services. |
| **Support the Education Services Manager in reporting to stakeholders including funders, senior management and colleagues:**  Record monthly internal KPI data in an accurate and timely manner.  Record and access data for funder KPIs and evaluation measures to be included in quarterly funder reports. |
| **Marketing and Promotion**  Support national and regional marketing and promotion, including ensuring CPD and Young Money Lesson Plans are included in termly teacher newsletters and contributing content to social media schedule.  Draft social media copy for the Services you coordinate including, teacher training, Young Money Lesson Plans and the Teachers Advisory Group. |

***The above tasks are not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the charity and its overall objectives.***

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| **YOUNG ENTERPRISE CORE VALUES** |
| Young Enterprise has 4 Core Organisational Values as follows:  **Unlocking Potential**  Recognising and developing the potential of all; in our organisation; in the young people we champion and the stakeholders we work with.  **One Team**  Working together effectively to achieve our goals  **Enterprising and Resilient**  Embracing change, innovating, adapting and responding to challenges and opportunities **Creating Great Impact**  Aiming for the biggest impact on young people and their educators    All YE Staff are expected to model these values at all times. |

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| **SKILLS/ ATTRIBUTES/ KNOWLEDGE/ EXPERIENCE** | |
| **Essential Skills** | Skilled in providing high level administrative support, with the ability to meet deadlines on multiple tasks |
| Skilled reviewing content and/or materials according to a set of criteria |
| Exemplary customer service skills |
| Proven proficiency in Microsoft Word & Excel |
| Excellent communication skills (verbal and written, including writing for different audiences) |
| Following, and where necessary updating processes to ensure outputs are to a high standard |
| Skilled in working effectively as part of a team to achieve organisational goals |
| **Desirable**  **Skills** | Skilled in using database software and website content management systems |
| Skilled in creating and/or maintaining project management plans |
| Creating learning content and/or materials |
| Coordinating training events |
| **Essential Experience** | Experience of employing solution focused approach to challenges |
| Experience working independently with minimal supervision once a project scope has been defined. |
| Experience of contributing to internal and/or external reporting |
| Experience of project administration and/or support |
| Experience of stakeholder management, could include clients, partners, funders, colleagues |
| Experience of events coordination, face to face and/or remote or virtual |
| **Desirable Experience** | Experience of financial and/or enterprise education |
| Experience of working in education or learning |
| Experience coordinating marketing activity and/or producing marketing and promotional copy |
| Experience administering evaluation including writing surveys to set instructions |
| Disposition | * Self-starter with a passion to work with young people to help them succeed * Committed to the aims and principles of YE * Emotionally resilient and able to work with ambiguity and difficult tasks * Entrepreneurial, responsive & creative * An accomplished team player |