Job Description – Training Co-ordinator

About the Role
This role is based within the Strategic Learning team, which forms part of the area of expertise, Talent and Development. As an area of expertise, the team will ensure an expert, high impact service is delivered across its learning priorities. They will coordinate the provision of a flexible and aspirational learning and development interventions that successfully deliver outcomes aligned to the strategic priorities of the University.

Key Responsibilities

- Support the creation and uploading of learning course templates and materials to agreed quality standards, data protection rules and accessibility requirements.
- Reviewing courses within the LMS to agreed quality standards, data protection rules and accessibility requirements, including the management of permissions.
- Organising and maintaining a catalogue of e-learning assets, e.g. videos, podcasts, etc.
- Extracting and producing management information from the LMS for relevant stakeholders.
- Providing excellent customer service to all internal and external customers, and suppliers. Field customer enquiries, via telephone and the LMS e-mailbox.
- Proactively identify potential issues within the system before they arise, actively seek solutions and escalate as appropriate.
- Work with internal and external stakeholders to secure all resources required for the successful delivery of training to end users.
- Working effectively with individuals, teams and staff to achieve work activities and objectives
- Delivers all aspects of line management for any direct reports.

- All staff are expected to:
  - Undertake any other duties which may be reasonably required;
  - Take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by your acts or omissions at work;
  - Demonstrate a strong commitment to the principles and practice of equality and diversity.

Skills & Experience

Prioritise & Manage Time
Ability to work out what order to do things in by thinking about which tasks are urgent and how important each task is. Ability to take on other work and feed it into the list of priorities. Deliver against the list to agreed timescales.

Record Management
The ability to create and manage documentation, including storage, retrieval and version control, using methods appropriate to the OU area.
Planning and Organising
Quickly and accurately establishes priorities and executes them despite conflicting agendas and multiple deliverables.

Relationship and Stakeholder Management, Knowledge Sharing
Proactively builds and maintains relationships that help to increase standards and deliver improved performance and results.

Excellent Communicator
The ability to effectively produce, in an appropriate format, grammatical, well expressed, easily understood, informative ideas, explanations or opinions.

Line Management
Experience of leading and managing people.

Supplier Management
Establish, build and maintain long-term supplier relationships, holding them to account around services provided, SLAs, costs and agreed outcomes.

Highly competent in the use of Microsoft Office Suite and internet.