Project Co-Ordinator (Maternity Cover)
Research and Enterprise

Closing date: 16 December 2018
Interview date: 8 January 2019
Vacancy reference: 7203
INTRODUCTION

The Training Gateway is an online training brokerage based at the University of York. Established in 2008, The Training Gateway provides a single point of access from which to source corporate and professional training and educational partnerships from leading UK Training Providers including UK universities, colleges and private training providers. The organisation seeks an accomplished Project Co-ordinator for a period of 10 months initially to cover maternity leave. The role supports the organisation in all areas of administration and has specific responsibility for organisation of small portfolio of short courses and International Trade Missions.
Main purpose of the role

The Training Gateway is a membership organisation and its members are universities, colleges and private training providers in the UK who pay a subscription to use the brokerage service. The role holder will carry out a range of administrative processes in order to facilitate the smooth running of the organisation. They will be required to liaise with members, clients and stakeholders over the telephone / via email to provide information and support on our services and events.

Key responsibilities (Role holders will be required to undertake some or all of the duties below)

- Have an excellent overview of the organisation’s training brokerage offer to businesses and institutes both in the UK and overseas in order to explain the benefits of our services to potential clients who may wish to use our online portal.
- Discuss the benefits of membership with potential subscribers over the telephone/via email and also give information on how the service works, how to use the website and details about membership, answering any queries and negotiating offers/prices with members and potential new members.
- Liaise with clients to obtain detailed briefs and editing these into a suitable format to post online. Maintaining client relationships and managing the process to obtain feedback and case studies.
- Liaise with external organisations in the UK and overseas (including high-level representatives at The Department for International Trade and Embassy staff) to organise the logistics for UK and overseas events. Undertake extensive stakeholder liaison to ensure that events are promoted to partner networks.
- Assist in recruiting individuals to courses and events, with the production of related written materials e.g. emails and event brochures. Deal with delegate queries to facilitate their booking onto Trade Missions and events and manage the booking process to ensure that delegates receive all required information both before and after.
- Check availability of external tutors and venues and liaise with potential delegates to timetable the existing course portfolio and assist with market research among stakeholders to identify and market test new courses.
- Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.
- Analyse, manipulate and interpret information in order to compile detailed summary reports and communications.
- Provide effective and efficient administrative support to line manager, including arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events.
- Design and produce documentation for marketing purposes i.e. e-shots, adverts, promotional literature, flyers, event programmes, presentations, etc. using In-design and Mailchimp.
- Monitor income/expenditure against a service-related budget; manage and maintain a relational database(s).
- Process invoices and orders, making effective use of departmental/university financial administrative process as required and chase suppliers and buyers to ensure payments occur in a timely manner.
- Maintain the organisation’s website/webpages and update content as required. This includes editing the weekly opportunities page and adding new tender opportunities.
- Use social media to promote the activities of the organisation.
- Occasional attendance at networking events/key visits to promote and market The Training Gateway services to UK businesses and overseas clients/potential clients.
JOB DESCRIPTION

- Deputise for The Training Gateway Manager when he/she is out of the office and address queries/resolve issues as appropriate.

- Provide administrative support and help with preparation and occasional ‘on-the-day’ support to ensure the smooth running of courses and events including organising catering and refreshments, booking venues, drafting and distribution of agendas and organising couriers.

- Supports the maintenance of contact databases and spreadsheets for activities in a GDPR compliant manner.

- General office duties, including typing of papers and correspondence, photocopying, postage and maintaining stationery supplies.

- Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder.
## Person Specification

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A general education to include 5 GCSE passes at Grade C or above (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<td>Computer literacy qualification</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Knowledge of a full range of MS office applications particularly Word, Excel, PowerPoint and online media</td>
<td>Essential</td>
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<td>Knowledge of University systems and processes</td>
<td>Desirable</td>
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<td>Knowledge of googlemail and google calendar.</td>
<td>Desirable</td>
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<td>Knowledge and understanding of the HE sector</td>
<td>Desirable</td>
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<td>Understanding of a professional development and staff training</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel, PowerPoint, and the ability to create &amp; maintain web pages and online media</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
<td>Essential</td>
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<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget and maintain a petty cash system</td>
<td>Essential</td>
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<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
<td>Desirable</td>
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<td>Ability to prepare agendas and take &amp; transcribe minutes</td>
<td>Desirable</td>
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<td>Ability to plan and organise meetings, small scale events, workshops and conferences</td>
<td>Essential</td>
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<td>Ability to monitor income and expenditure against a budget, and maintain accurate records</td>
<td>Essential</td>
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<tr>
<td>Ability to effectively organise and prioritise own work and follow procedures in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
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# PERSON SPECIFICATION

| Ability to effectively allocate work and check the work of an administrative colleague, ensuring required service standards and deadlines are met | Essential |
| Ability to use initiative to resolve queries and improve processes | Essential |

## Experience

| Experience of working in an administrative role in a busy office within a large complex organisation | Essential |
| Experience of analysing data and presenting summary information in a clear and concise format | Desirable |
| Experience of providing an excellent standard of customer service, via email, in-person and over the ‘phone | Essential |
| Experience of writing and editing web pages using a content management system | Desirable |
| Experience in education/training administration | Desirable |

## Personal attributes

| Able to work as a member of a team | Essential |
| Able to work flexibly, under pressure and to tight deadlines | Essential |
| Able to form positive working relationships with colleagues, CPD students and relevant external contacts | Essential |
| Excellent customer care skills with the ability to communicate effectively with people at all levels | Essential |
| Positive ‘can do’ attitude | Essential |
| Enthusiasm, commitment and ability to produce high quality work within tight deadlines | Essential |
The Training Gateway is based at the University of York, we are a small and friendly team which provides a brokerage for organisations wishing to source quality education and training from UK Universities, colleges and accredited British training providers.

The Training Gateway undertakes a number of key services for its members and clients:

- Provides members with new national and international training and education opportunities sourced from tender and business databases and directly from our clients.
- Hosts regular workshops and training events for members across the UK.
- Exhibits on behalf of the members at a number of UK and international conferences and exhibitions.
- Runs international trade missions taking groups of British training providers to meet potential clients and partners overseas.

The aims of The Training Gateway are as follows:

- To provide easy access for public and private sector organisations and individuals wishing to source quality training and educational partnerships from UK training providers.
- To promote the UK education sector as a provider of high quality business focussed training and education to both national and international employers and organisations.
- To provide a support network for staff working in UK education and training organisations, and an environment where best practice can be developed and national skills and education policies can be reviewed and discussed.
- To facilitate the environment for collaborative working between universities, FE colleges and private training providers.

The Training Gateway is run from the University of York and directed by the Associate Director of Research & Enterprise & Head of Enterprise Services at the University of York.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.

THE UNIVERSITY
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7203
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 16 December 2018

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to laura.pollard@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835