



## ROLE SPECIFICATION

**Job title:** Education Services Coordinator

**Department:** Education

**Reports to:** Education Services Team Leader

**Date:** October 2021

### Responsible for:

The post holder will be responsible for providing the coordination and administration for all qualifications. Supporting students from enrolment to completion and for higher education qualifications graduation. This must be executed to a high and professional standard.

### Job context:

The CIPP offer a range of education services including qualifications up to level 7. The post holder is responsible for ensuring the effective administration of our programmes and support to our students. Promoting excellent customer service to the CIPP customers and business departments.

### Major responsibilities:

- Day-to-day administration of all qualifications to a high standard
- Coordinate a variety of conflicting timetables
- Customer invoicing
- Provide support to all the CIPP customers
- Monitor for conflicting priorities to ensure delivery of these responsibilities
- Co-ordinate delivery of all learning sessions either face to face or online
- Coordinate all course assessments and resit assessments
- Ensure the e-learning platforms are kept up to date
- Manage a large amount of student and tutor correspondence
- Prioritise own tasks
- Maintain all ISO 9001 processes for the education services team
- Resolve student queries and concerns
- Ensure personal objectives are met

- Maintain effective and professional stakeholder relationships
- Support the Education Services Team Leader and Senior Education Coordinators in the following:
  - Achieving the overall departmental strategy
  - Assist in the maintenance of all documentation such as customer correspondence, enrolment forms and course information, to ensure accuracy

**Particular Challenge:**

The main challenge is to maintain a consistent high standard of administrative provision whilst faced with demanding deadlines and conflicting timetables. The Education Services team is responsible for a large proportion of the CIPP’s portfolio and can face challenging deadlines. The post holder will need to remain focused on the tasks to be completed.

It should be noted that this role is expected to evolve and, as a result, the job specification will be reviewed at the point of annual appraisal.

**Person Specification:**

Potential candidates for this post will need to demonstrate the following:

- Data management experience and advanced levels of IT literacy
- Ability to prioritise tasks and meet deadlines whilst maintaining a high standard
- Process driven
- Good oral and written communication skills
- Attention to detail
- Flexibility and determination
- Resilience, not easily deflected by obstacles
- Self-motivated with a positive attitude
- Deliver customer service to best of their ability

**Other activities:**

The post holder may be required from time to time to undertake other duties to assist the CIPP with its strategy objectives. This role also requires occasional travel, overnight stays, and weekend working.

**Qualifications, skills, and experience:**

- Excellent knowledge of Microsoft office packages
- Good communication skills
- Time management skills
- Minimum RQF Level 2 or equivalent education

## **Terms and Conditions:**

Salary	TBC (depending on experience)
Working week	37 hour working week (full-time)
Annual leave	25 days annual leave per annum (plus bank holidays)
Pension:	Group Personal Pension Scheme available
Healthcare:	Health Care and Cash Plan Schemes available
Location:	Office-based, in Solihull.

## **Recruitment Process:**

Those who wish to be considered should submit a CV, along with a covering letter explaining why they are interested in the post and what they will bring to it and email to [chloe.townley@cipp.org.uk](mailto:chloe.townley@cipp.org.uk) by no later than 22 October 2021.

*The CIPP is an equal opportunity employer who seeks to recruit and appoint the best available person for a job regardless of marital / civil partnership status, sex (including pregnancy), age, religion, belief, race, nationality and ethnic or national origin, colour, sexual orientation or disability.*