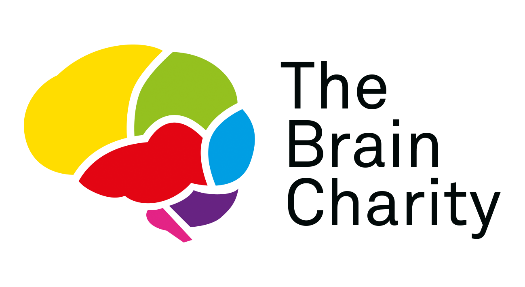
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**Job Description**

**Job title:** Training Coordinator

**Salary:** £27,985 per annum FTE (£16,791 Pro rata)

**Contract:** Fixed term contract to April 2025

**Base:** Hybrid

**Hours:** 22.5 hours per week, to be worked across Monday to Friday

**Start:** ASAP

**Responsible to:** Training Manager

**Background to The Brain Charity**

Life for any of us can change in an instant. Experiencing a road traffic accident, a major stroke or being diagnosed with dementia can happen completely unexpectedly and can change our lives forever.

There are hundreds of different neurological conditions including stroke, brain tumour, brain injury, Alzheimer’s and many rarer ones too.

The Brain Charity offers emotional support, practical help and social activities to anyone with a neurological condition and to their family, friends and carers.

**Overall purpose of role:**

The overall purpose of the role of Training Coordinator is to bring about tangible and positive change to the lives of neurodivergent people by supporting the administration and booking of The Brain Charity’s neurodiversity training.

This training supports organisations to understand what neurodiversity is and how to support neurodivergent staff in the workplace.

**Key responsibilities**

* Act as an initial administrative point of contact for managing our neurodiversity training enquiries.
* Communicating via email, telephone and video call with prospective customers from a wide range of organisations, backgrounds and levels in a timely manner.
* Build positive relationships with potential and existing clients and key stakeholders.
* Co-ordinating dates and times of bookings in a training calendar and tracker and liaising with our pool of Associate Trainers to provide cover for those courses.
* Ensure all areas of work are logged accurately via our Customer Relationship Management (CRM) system, keeping accurate records of new potential customers and pipelines, training planned and delivered and feedback received. Full training in Microsoft Dynamics will be provided.
* Alerting the Training Manager to any clients who require bespoke support or have the potential to be significant investors in the product.
* Supporting the communications team in the marketing of our training portfolio as required, such as by drafting social media posts, providing content for web articles and collating feedback.
* Supporting the design and development of the Training portfolio (virtual/portal and in person events/workshops).
* Client/Customer Engagement – follow up discussion to determine the scope of the training, via scheduled telephone or video call and negotiating costings that align with their goals and our targets.

**Other**

* Monitor and evaluate the success and effectiveness of all communications work you carry out, as this learning will be used by the Training Manager and Head of Communications and Fundraising to shape further departmental strategies.
* Keep accurate records and provide data and reporting to assist with the preparation of reports, presentations, evaluations and other documents as required.
* Ensure all areas of work are logged via our CRM system (Microsoft Dynamics – full training will be provided).
* Take responsibility for being up to date with the charity’s current policies and procedures and to adhere to these.
* Actively support promotional and fundraising events for The Brain Charity, attending a minimum of 1 fundraising or client-focussed event over the course of a year.
* Assist and support volunteers within the team as and when required.
* Carry out any other reasonable tasks which may be required by the charity from time to time.
* Regularly provide cover for all aspects of the department you belong to during any absence relating to your colleagues.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Area** | **Detail of requirements** | **Essential / Desirable** |
| Qualifications | Educated to A-level or equivalent. | D |
| Knowledge &  experience | A good understanding of neurodiversity and the needs of neurodivergent individuals.  Experience of working with or supporting, in any capacity, people who have a disability/neurological condition or other vulnerable adults. | E  D |
| Skills & abilities | Customer service focused with a desire to problem solve and support our valued customers.  Clear and concise communications skills and confidence communicating with a wide variety of audiences.  Extremely high digital literacy, with excellent working knowledge of Microsoft platforms.  Strong organisational and timekeeping skills, with the ability to juggle multiple competing tasks at once, prioritising as required.  Accurate record-keeping and report writing. | E  E  E  E  E |
| Personal attributes | Proven personal interest in the neurodiversity movement.  Committed to the principles of equality and social justice.  Able to work well collaboratively as part of a close-knit team.  A positive can-do attitude.  Self-motivated and able to work under your own initiative as required.  Ability to build and maintain strategic relationships to the benefit of the responsibilities listed above.  Eagerness to engage in continuous development through training to extend your skillset and improve the strengths of the department as a whole. | E      E      E  E  E  E  E |
| Other | Satisfactory completion of an enhanced DBS Check  Commitment to the Mission and Values of The Brain Charity  Willingness to travel and work flexible hours when occasionally required. | E    E  D |

**Our mission & values**

**Our mission**

Our mission is to enable all those affected by neurological conditions to live longer, healthier, happier lives.

We will fight together for an inclusive and just society: a world where stigma, hardship and isolation are replaced by compassion and understanding.

**Our values**

The Brain Charity strives to apply the following values in its work:

**Kindness**

We genuinely welcome everyone to our charity and believe that each person has a unique talent and the ability to make the world a better place.

**Commitment**

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

**Authenticity**

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and passion delivered within our services.

**Courage**

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

**Optimism**

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.