

JOB DESCRIPTION

Job title:

Learning Platform Coordinator and Administrator

Reporting to:

Projects Manager

Salary Level:

Point 18

Type of position:

Full-time

Hours per week

40

General description:

To oversee and manage the rollout of the Cosmic learning platform and to provide exceptional administrative support to the commercial side of the business. To ensure that the learning platform supports training delivery and is an effective platform for individuals and businesses we support.

Key Result Areas:

1. To ensure that the learning platform delivers a high-quality training experience
2. To continuously review the learning platform and make improvements
3. To market the Learning platform effectively to drive usage
4. To provide exemplar administration for the commercial side of the business
5. To communicate with businesses effectively supporting the training and consultancy offering

Major Duties:

1. To provide efficient administrative support for the learning platform and for commercial business
2. To assist with all pre and post course administration, including collection of feedback, collating feedback data, compiling feedback reports and updating the feedback analysis spreadsheet; producing course certificates, providing post-course customer service and liaising with trainers to collect their feedback and ensure that attendance information is returned
3. Supporting trainers in the development learning platform content and uploading content for courses, ensuring that the learning platform is user friendly and accessible
4. To produce regular reports to the training consultancy team around improvements for the learning platform and its effectiveness
5. To assist with the marketing and publicity of the learning platform training courses and events
6. To manage course waiting lists on the internal database, as well as training requests that arise through the annual focus groups
7. To assist with social media marketing using Twitter/ Facebook/ and other similar Platforms to promote the learning platform and commercial services run by Cosmic
8. Prepare, organise, and distribute all necessary information for all commercial business
9. Support the training and consultancy team in the budget forecast and assess possible project risks and setbacks

10. Communicate information effectively between management and staff
11. Provide exceptional administrative support to commercial business
12. To uphold the values and ethos of Cosmic
13. Other duties as required in line with the responsibilities of this post.

Employee

Reviewed by:

Title:

Date:

Employer

Approved by:

Title:

Date: