

The Community Partnership

Social Enterprise Hub in Loch Lomond and the Trossachs National Park

Learning Co-ordinator

Part-time post 0.5fte

£17,000 pro rata

Based in the Loch Lomond and the Trossachs National Park area

Back Ground

The SEA Hub in Loch Lomond and the Trossachs National Park is a new venture jointly developed by The Community Partnership in LLTNP (CP) and the Social Enterprise Academy (SEA). The Hub will deliver SEA learning programmes in the operating area.

Job Purpose

To provide effective learner recruitment and customer service, administrative and co-ordination support in the ongoing development and delivery of the Social Enterprise Hub in Loch Lomond and the Trossachs National Park

Main responsibilities

Programme Sales/Recruitment/Promotion/Customer Service

- To recruit and support suitable learners onto Hub programmes and help ensure key learner targets are delivered.
- To monitor programme enquiries, bookings and attendance to ensure targets are met.
- To support the account management and reporting of targets on specific client contracts
- To promote Hub programmes to key partner organisations and other third sector contacts.
- To provide a day to day professional and friendly point of contact for Hub learning programmes– dealing with enquiries and providing information by phone, email and face-to-face, attending programmes as necessary.
- To correspond and liaise with learners on a regular basis and be main point of contact between learners and tutors.
- To ensure professional working relationship with key partner organisations are maintained
- To represent the Hub at learning programmes and build relationships with learners.

Programme Co-ordination

- To make the arrangements for learning programmes, activities and events including collating learning materials, booking venues, catering and equipment.
- To co-ordinate and arrange site visits and speakers for learning programmes.
- To liaise closely with and support tutors to effectively deliver learning programmes.
- To support specific learning projects and tasks that develop the Hub and support staff and associate tutors.

- To work within and monitor budget spend for programmes

Programme Administration

- To administer and input all necessary data onto the Learning Management System.
- To update programme monitoring documents, feedback and evaluations.

All other duties

- To undertake other administrative duties as required.
- To contribute, as an integral member of the team, to the development and success of the Social Enterprise Hub in Loch Lomond and the Trossachs National Park

Person Specification

1. An enthusiastic and proactive individual that has an interest in helping and supporting people.
2. Strong interpersonal skills and experience of dealing with customers and clients.
3. Experience of working in sales/ learning and development or event management
4. Experience of account management and budget management
5. Good experience in an administration and co-ordination role with an attention to detail and commitment to deadlines.
6. Good organisational skills and able to prioritise effectively.
7. Experience in working in a busy environment and able to manage and meet tight deadlines
8. Excellent IT skills, especially Microsoft Office and the use of databases
9. Excellent written communication skills with ability to collate and present information clearly.
10. Keen to work as an enthusiastic member of a constantly evolving organisation.
11. Commitment to the values of social enterprise.