

# Training Coordinator

<b>Department</b>	Training Team (Commercial)	<b>Start</b>	ASAP
<b>Location</b>	Lutterworth/Hybrid	<b>Reporting to</b>	Training Manager
<b>Hours</b>	37.5 Hours per week Mon-Fri (9am-5pm)	<b>Salary</b>	£24,000- £25,000 pa

## About the Role

Due to our current Training Coordinator moving to another exciting role in the company as part of their continued development, a great opportunity has opened for someone to join our successful and friendly Training team. The role is based at our Head Office in Lutterworth, with opportunities for hybrid working once trained.

There has never been a more exciting time to work in the energy efficiency industry, and Elmhurst is leading the way as the UK's largest training and accreditation provider for Energy Assessors. Working in the Energy Assessment industry offers an opportunity to make a positive impact on the world and working for Elmhurst provides a supportive and collaborative environment to do this. The Training Coordinator plays a key role in meeting our Vision to remain the leading independent provider of training for building energy-rating expertise.

## What can I expect to do in the role?

The role of Training Coordinator supports the Training Manager by ensuring that all training is delivered in a professional manner, from booking, through to delivery and support thereafter. The Training Coordinator will work closely with our training team as well as other areas of the business.

- Working with and coordinating the training team activities to ensure a positive customer experience that makes trainees feel welcomed and supported throughout the training process.
- Work with the Training Manager and team to review and improve our service and procedures to keep Elmhurst as the leading industry training provider.
- Maintaining the Training Plan and Calendar across all business strands and business units, including,
  - The scheduling of internal and external trainers, along with training events at Elmhurst Training Centre and external venues.

- Working closely with Business Unit Managers to allocate their team members for training and help in creating courses.
- Organising the use of external training venues, accommodation for trainers and travel where necessary.
- Working closely with the finance team for timely billing, managing and coordinating various arrangements across a range of customers, from standalone to corporate.
- Assist with mentoring and training of other team members.
- Providing support across all aspects of the Training functions including liaising with training team members to ensure materials are appropriate and prepared.
- Project manage new course development within company brand guidelines, including projects meeting expected timelines.
- Interfacing with customers from standalone attendees to corporate and providing an excellent and appropriate customer service at all times.

## About you

People are what make Elmhurst great. It is the drive and commitment of our people that creates our success, which is why we focus on recruiting and developing the best talent.

### Our Ideal candidate will have:



- ✓ A 'Can-Do' attitude, willing to go the extra mile to provide a positive customer experience.
- ✓ Pride in your work, looking to improve the customer experience.
- ✓ A good communicator for verbal and written correspondence.
- ✓ The ability to provide high levels of customer service in a busy customer focused environment.
- ✓ Able to build good and positive working relationships with internal and external stakeholders.
- ✓ A keen eye for detail.

### Preferred skills and qualifications:



- ✓ Have a minimum of three years relevant experience, demonstrating strong organisational and administration skills.
- ✓ Experienced and comfortable working with a range of IT software including Excel.
- ✓ It would be an added benefit, but not essential, to have experience of working in a training environment.
- ✓ Have had some experience of managing and administering small projects.
- ✓ May have an interest in renewable energies and/or sustainable buildings.

## Benefits

As well as being part of a great team, here are some of the other great benefits of being a part of the Elmhurst team.



### Receive a competitive salary

Opportunities for growth in pay and a company bonus.



### Putting your health and wellbeing first

Private medical cover and BUPA cash plan available for all your health needs.



### Giving you opportunities to grow

We invest in our people and continue to deliver training to help them grow and develop.



### Keeping things flexible with remote working opportunities

Depending on the role, we have adapted to accommodate a hybrid way of working.



### Get some much needed me time

25 days holiday. Not enough? Get more with our holiday purchase scheme.



### Regular parties, lunches and office pizzas

Our social committee ensures that work is fun with team activities, and days out.

## Application process

- Please send your CV to [HR@elmhurstenergy.co.uk](mailto:HR@elmhurstenergy.co.uk) with an introductory letter or email explaining why you are interested in the role and why you feel you are a great candidate.
- The first stage for successful candidates will be an initial 10 to 15 minute telephone or Teams conversation. This will cover the basics and make sure the role is what you are looking for and is worth pursuing further for both of us.
- Interview: Successful candidates will then be invited to attend an in-person interview at our offices in Lutterworth with Josh Wakeling, our Head of Training, and Mitesh Nathwani, our Training Manager. This will normally take one hour.