



Job Specification

For: Client and Learner Experience (CLX) Coordinator

Ref: VR/01348

Job Description

Chatham, Kent
£26,000 + Excellent Benefits

Are you passionate about delivering exceptional learner and client experiences? This company has an exciting opportunity to join a growing division within a well-established training business. Based at new offices in Chatham Dockyard, Kent, you will enjoy a thriving team atmosphere, 6 weeks holiday (plus bank hols), funding for training / development, pension, private healthcare, mental health & well-being support, and other great benefits. Monday to Friday, 37 hours with some flexibility and potential for hybrid working.

The company has an exciting opportunity for a Client and Learner Experience (CLX) / Training Course Coordinator; a critical role in delivering the learning experience to learners, and service to their clients, across portfolios and sectors. In this role, you will ensure the seamless operation of training courses, from pre-course preparation to post-course certification, all while providing a personalised service to clients and learners. You'll collaborate with internal teams and external stakeholders to manage course schedules, process applications, and ensure assessments and certificates are delivered on time.

This is an exciting opportunity to join a company with an ambitious vision: *To be the UK's premier skills development partner, harnessing innovative solutions to equip their clients for the future.*

The candidate will enjoy using strong administrative and communication skills, with a passion for delivering high-quality service at every touchpoint. You'll be proficient in using Microsoft Office and capable of learning new systems quickly. Experience with Learning Management Systems (LMS) is a plus. An eye for detail, enjoying problem-solving, and being comfortable working in a fast-paced environment. If you're an organised, proactive, and driven by a commitment to excellence team player who enjoys coordinating logistics, supporting both clients and trainers, and driving operational efficiency, this role could be a great fit for you.

Key Responsibilities:

- Coordinate course schedules and liaise with sales, trainers, and clients.
- Manage Awarding Body processes to meet their individual requirements, including all system management of registrations and certification claims

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- Support the IQA and assessment process, liaising with assessors, IQA's and Vocational Qualifications Manager
- Exam booking & result coordination and dissemination
- Provide support with centre and trainer accreditations across all portfolios
- Prepare internal audits and actions in line with Quality Management Systems & TQI
- Track financial transactions, managing balances, and ensuring accuracy in financial records, including requesting Purchase Orders & invoices to be raised

The company is committed to creating a diverse and inclusive workplace, so all applications are considered. They provide support through Mental Health First Aid and Coaching and Mentoring schemes, are ISO accredited and have a Gold Award in the Medway Healthy Workplaces Programme. They have recently won several Health & Safety awards, including a Princess Royal Award for employee learning and development programmes.

Armed Forces Covenant – We will offer guaranteed interviews to military veterans if they meet the selection criteria.

All posts are subject to a Disclosure and Barring Service application. The company follows the DBS Code of Practice.

Closing Date – 11th October 2024 although this is subject to change allowing for market conditions.

Compiled by : **Fiona Louch**
Compiled on : **09/26/24**

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