

# Education & Employment Programmes Coordinator

## JOB DESCRIPTION & PERSON SPECIFICATION | Watford Women's Centre

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|-------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>Hours</b>      | 37.5 hours per week (full-time). Applications for part-time working on a job-share basis will also be considered. |
| <b>Reports to</b> | Head of Education and Training Services                                                                           |
| <b>Location</b>   | Watford Women's Centre and other delivery locations as required                                                   |
| <b>Salary</b>     | £29,737.50 per annum (full-time equivalent). Salary pro rata for job-share appointments.                          |

### Role purpose

To coordinate and support the effective administration and day-to-day operation of education, skills, employability and employment support programmes at Watford Women's Centre.

The postholder will play a key role in ensuring programmes are well organised, records are accurate, deadlines are met and staff have the administrative support needed to deliver services effectively.

The role includes supporting Step2Skills (S2S), an adult education and skills programme; Connect to Work (CtW), an employment support programme; and other education and employment initiatives delivered by the Centre.

The postholder will also assist the Head of Education and Training Services with programme development, funding applications and operational activities by gathering information, preparing documentation and coordinating administrative requirements.

This is a programme coordination and support role. Overall responsibility for curriculum leadership, quality assurance, contractual strategy and strategic management remains with the Head of Education and Training Services.

### Key responsibilities

#### 1. Adult Education and Skills Programme Administration – Step2Skills (S2S)

- Coordinate learner enquiries, enrolments, eligibility checks and course-related administrative processes, ensuring compliance with relevant programme and funding requirements.
- Maintain accurate learner records, registers, attendance information, assessment documentation and other programme records.

- Monitor attendance, identify missing or incomplete documentation and follow up with tutors and relevant colleagues.
- Support course timetabling, room bookings, learning resources, learner communications and other administrative arrangements.
- Assist with preparing documentation and evidence for programme monitoring, audits and funding reviews.
- Support the effective administration of other adult education, training and employability programmes delivered by the Centre.

## **2. Examinations and Accreditation**

- Coordinate the administration of examinations and accredited qualifications, including learner registrations, examination entries, scheduling, invigilation arrangements and certification processes.
- Maintain accurate examination records and monitor relevant awarding organisation deadlines.
- Liaise with tutors, awarding organisations and the Internal Quality Assurer to ensure examinations and assessments are organised effectively.
- Maintain the security and confidentiality of examination materials and learner information in accordance with awarding organisation requirements.
- Identify and escalate examination-related issues or compliance concerns to the Internal Quality Assurer.

## **3. Employment Programme Coordination – Connect to Work (CtW)**

- Provide administrative and coordination support for CtW, a programme supporting individuals to access and sustain employment.
- Support Employment Advisers (EAs) with referral tracking, participant records, appointments, monitoring information and supporting documentation.
- Monitor administrative deadlines, participant records and the completeness of required programme evidence, following up with relevant colleagues where necessary.
- Assist with preparing routine reports, monitoring information and documentation required for programme delivery.
- Support communication and coordination between Employment Advisers, education staff and other Centre services to facilitate appropriate referrals and joined-up support.
- Assist with updating programme publicity materials, event information and communications, ensuring these are accurate and approved before distribution.

## **4. Programme Development and Management Support**

- Support the Head of Education and Training Services with programme development by gathering relevant information, preparing documentation and coordinating administrative requirements.

- Assist with funding applications, tenders and programme proposals by collecting data, preparing supporting evidence and ensuring required documents are accurate, organised and available within agreed deadlines.
- Provide administrative and operational support, including arranging meetings, tracking actions, maintaining programme documentation and preparing routine reports.
- Assist with implementing agreed improvements to administrative processes and ensuring consistent practices across education and employment programmes.
- Work collaboratively with tutors, volunteers, Employment Advisers and other colleagues to support effective communication and the smooth running of services.

## **5. Compliance, Safeguarding and Professional Practice**

- Maintain accurate, confidential and secure records in accordance with data protection legislation, organisational policies and relevant programme requirements.
- Follow safeguarding, health and safety, equality, diversity and inclusion policies and report concerns through established procedures.
- Ensure administrative tasks are completed accurately and within agreed deadlines.
- Identify and escalate concerns, risks or compliance issues to the appropriate manager.
- Carry out other reasonable duties appropriate to the nature and level of the role.

## **Person specification**

### **Essential criteria**

- Experience in administration, office coordination, programme support or a similar role.
- Excellent organisational and time-management skills, with the ability to manage competing priorities and meet deadlines.
- Strong attention to detail and experience maintaining accurate records and documentation.
- Confident use of Microsoft Office, including Word, Excel and Outlook, and the ability to learn new digital systems.
- Good written and verbal communication skills, with the ability to communicate professionally with colleagues, service users and external organisations.
- Ability to work independently, use initiative within agreed responsibilities and contribute effectively as part of a team.
- Experience handling confidential or sensitive information appropriately.
- A flexible, proactive and practical approach to supporting colleagues and resolving administrative issues.
- Commitment to safeguarding, equality, diversity and inclusion.

### **Desirable criteria**

- Experience working in adult education, training, employability, employment support or the voluntary sector.

- Experience supporting examinations, learner registrations, certification or other regulated administrative processes.
- Experience maintaining records or preparing information for externally funded programmes, contracts or projects.
- Experience supporting project coordination, monitoring reports, funding applications or programme documentation.
- Familiarity with education management systems, customer relationship management (CRM) systems or other electronic case management systems.

**Previous experience of Step2Skills (S2S) or Connect to Work (CtW) is not essential.**

**Training and guidance on the relevant programmes, systems and procedures will be provided.**

## **Accountability and boundaries**

The postholder will coordinate and support programme administration and operational activities under the direction of the Head of Education and Training Services.

The role does not carry overall responsibility for curriculum design, teaching quality, formal quality assurance decisions, budget-setting, funding strategy, contract management strategy or the strategic direction of education and employment services. These responsibilities remain with the Head of Education and Training Services.

The postholder will be expected to take responsibility for their assigned administrative and coordination duties, while escalating decisions outside their delegated authority.

This job description outlines the main responsibilities of the post and may be reviewed in consultation with the postholder to reflect changing organisational or programme needs.