



## Supporting Solicitors



### Education and Training Co-ordinator

**Job purpose:** The Professional Development Centre team is at the forefront of managing the Law Society's e-learning management system and the team plays a critical role in delivering the Law Society's education and training strategy. The coordinator role provides support to the team including all aspects of administering training and managing the e-learning management system for the businesses online training courses, webinars and podcasts, while also providing a high level of customer service to Law Society members.

#### Key Accountabilities

- Manage the day to day administrative running of a number of projects at one time including delegate bookings, data entry, tracking, correspondence, etc.
- Manage the Professional Development Centre e-learning management system and take responsibility for data entry, content uploads for courses and webinars and related tasks.
- Respond in a professional manner to member queries (by phone and email).
- Work as part of a small team within a very busy department to support the overall objective of providing quality training for the membership. This will take the form of webinars, podcasts and online training.
- Create and report on online training numbers and member satisfaction using system reporting tools and delegate questionnaires.
- Set up and run webinar trial runs and live events.
- Work with speakers to ensure smooth webinar delivery and ensure speaker questionnaires and marketing briefs are completed.
- Any other duties as assigned.

#### Knowledge, skills and experience

##### Essential

- Proven organisational and administrative skills
- Experience of working with online webinar and training platforms
- Customer handling experience, via email and telephone
- Work effectively within a team to support others
- Excellent communication skills, both written and oral, including negotiation techniques and ability to liaise with people at all levels



- Excellent time management skills – ability to plan, multi-task and prioritise work to ensure all activities are completed within deadlines
- Attention to detail for proofreading and creating web copy
- Ability to cope well under pressure
- Experience of all Microsoft Office packages - especially Excel

#### Desirable

- Proven experience of working within a fast-paced online team
- Experience of online webinar platforms - ideally WorkCast

#### **Planning and organising**

Juggling the demands and competing deadlines for up to 40 projects at any one time can be challenging. It is essential to communicate clearly with fellow team mates so that the work is prioritised appropriately for the different training.

The post holder is expected to show excellent time management skills to ensure that while fulfilling all immediate tasks they are also paying attention to webinars, online training and tasks that are in the future to ensure they stay on deadline.

#### **Dimensions**

The post-holder will be required to work as part of a small, busy team. So while the post-holder will be expected to work well as a member of a team they will also be expected to work on their own initiative.

The team as a whole is responsible for organising more than 100 webinars and online training courses each year.



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The post-holder will be expected to liaise with and manage relationships with people at varying levels from a wide range of teams within the Law Society and external speakers, sponsors, delegates and suppliers. They will be expected to interact appropriately and communicate effectively with people from all levels from across the organisation as well as senior professionals who deliver and book onto the webinars organised by the team.