

Training Coordinator

Job description

Reports to: *Training Lead*

Responsible for: *Project staff, where funding permits; Volunteers/interns, as and when needed*

Work with: *Event Officer, Project staff, where funding permits, Volunteers/interns, as and when needed*

Location: *London*

Salary range: *GBP 28'250-33'000 (based on relevant experience, skills and qualifications)*

Contract type: *open-ended contract – 80% to 100%*

Job purpose:

The CHS Alliance training programme plays a key role in supporting the humanitarian and development sectors in understanding and implementing the Core Humanitarian Standard on quality and accountability (CHS) and its thematic focal areas of PSEA (Protection from sexual exploitation and abuse), AAP (Accountability to affected people) and People Management. The CHS Alliance training programme is facing a high demand and we expect a growing trend.

The Training Coordinator will join the Training team, and contribute to the implementation of the CHS Alliance training strategy, in particular, but not restricted to, responding to sole-agency Training Workshop requests and contribute to quality delivery of the CHS Alliance annual training workshop target, identifying new training opportunities and improvement of training programme.

The successful candidate will have experience of designing and facilitating training workshops, in preference in relation with quality and accountability of humanitarian assistance, or one of the thematic focal areas of CHS Alliance: PSEA, AAP and People Management. The candidate will have excellent project management skills, delivering projects on time and within budget, as well as managing relationships with CHS Alliance members, sole-agency workshop clients and pool of facilitators.

Main responsibilities:

- Contribute to the CHS Training Strategy and its implementation, ensuring smooth implementation of training annual programme according to number and quality targets, identify opportunity for development and improvement of the training programme, as well as in the quality assurance, internal and external communication.
- Respond to the CHS Alliance members requests for support with training and training material and other customer queries
- Respond to sole-agency training requests, understanding needs and together with the Training Lead, negotiating price and MoU; select relevant trainers; take charge of the logistics delivery (wether face to face or remote); assess client satisfaction and quality impact.
- Contribute to the logistics organisation of specific open training events (remote and face-to-face).
- In collaboration with the Training Lead, work with the CHS Alliance pool of trainers, identify opportunity for growth in diversity, maintaining updated Terms of References, and remain in contact with existing trainers to improve course delivery and material;
- Update workshop training material and maintain clean filing for smooth sharing with trainers. Ensure all the material is in-line with the CHS Alliance branding.

- Improve, share and review post-workshop and impact surveys for open and sole-agency training workshops; conduct annual surveys on the impact of the capacity development activities
- Ensure, with the Training team, the quality delivery of remote training sessions, providing support to participants and trainers, as well as preparing online tools and links.
- Contribute to the marketing of CHS Alliance training programme, maintaining the website related training pages, contributing to newsletter and social media content, and the training section of the annual report.
- Collaborate with the Event Officer to ensure coherent workshop logistic implementation and identify opportunities for improvement.
- Actively link with colleagues in the CHS Alliance Secretariat to align objectives and activities.
- Depending on area of expertise: facilitate training workshop or training specific sessions.
- Provide support to the Training Lead as required.
- Represent CHS Alliance in public events, with donors, and with partners as needed.
- Participate in the development and review of the CHS Alliance Multi-Year Strategic Plan, annual workplans and progress reports and CHS Alliance policies.
- Attend annual CHS Alliance planning and team building events as relevant.
- Actively promote and contribute to a good CHS Alliance team relationship.

Key Contacts:

Internal: Programmes team, in particular PSEA Manager; Finance and Admin team.

External: training applicants, consultant trainers, training graduates, workshop host agencies/networks.

Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> • University level degree or equivalent 	<ul style="list-style-type: none"> • A postgraduate qualification
Experience	<ul style="list-style-type: none"> • At least five years of experience in the humanitarian & development sector • Experience in programme management, including field experience • Experience in facilitating training and developing training materials 	<ul style="list-style-type: none"> • Five to ten years of relevant experience • Experience in working with the Core Humanitarian Standard • Experience in one of the CHS thematic areas: PSEA, AAP, People Management
Knowledge	<ul style="list-style-type: none"> • Knowledge of the current challenges in the humanitarian & development sector • Knowledge of the Core Humanitarian Standard, complaints handling, and/or protection from Sexual Exploitation and Abuse. 	<ul style="list-style-type: none"> • Knowledge of verification process against the CHS • Knowledge of Learning Management Systems

Skills	<ul style="list-style-type: none"> • Passionate about learning • ‘Customer service’ oriented • Network and relationship building • Highly organised – ability to manage multiple priorities, and to work under pressure and/or to tight deadlines • Able to carry out duties independently • Team player • Problem solver • Innovative, dynamic • Excellent time-management skills • Flexibility and adaptability • Excellent communicator at all levels • Fluency in written and spoken English 	<ul style="list-style-type: none"> • Knowledge of other languages, in particular French, Spanish and/or Arabic
Behaviour	<ul style="list-style-type: none"> • Proven integrity - upholding and promoting the highest standards of ethical and professional conduct and abiding by the CHS Alliance Code of Conduct. This includes refraining from acts of misconduct, respecting the CHS Alliance’s standards and the dignity of those whom the Alliance pledges to assist and with whom they have contact. • Commit to the CHS Alliance values, vision and mission 	