



JOB DESCRIPTION

POST TITLE: Managed Service Coordinator

Ref: HCFCATCH /81

**HCF CATCH Ltd
CATCH Facility
Redwood Park Estate
Stallingborough
Grimsby
NE Lincolnshire**

REPORTS TO: Skills Account Manager

1. PURPOSE OF JOB

To work with the Skills Account Manager and Director of Skills to deliver CATCH Skills Managed Service Contracts. To participate in sustainable growth of the CATCH business, generating sales activities and maximising potential of managed service training agreements.

2. MAIN RESPONSIBILITIES

1. To be the lead on managed service training agreements to ensure they perform as per targets
2. To manage external provider relationships and source dates, costs and availability for managed service clients
3. To update the compliance figures and report back to Skills Account Manager
4. To take ownership of the managed service training matrixes
5. To lead on managed service income figures and provide regular updates to Skills Account Manager
6. To produce the monthly reports for clients and lead monthly account management meetings
7. To manage the MS Teams area for each managed service contract including uploading of certificate
8. To provide quality assurance of external training providers
9. To report feedback from courses to managed service customers
10. To chase payments and PO for all CATCH Skills courses
11. To confirm delegate have attended courses and communicate with clients directly

12. To lead on approved supplier and vendor forms for CATCH Skills

3. CONTACTS AND RELATIONSHIPS

INTERNAL CATCH team members, CATCH site tutors/trainees

EXTERNAL Managed Service Customers, CATCH Skills Customers, other Member companies and their employees, other companies in the process, energy, engineering and renewables sectors.

4. DECISIONS

Discretion – Makes day to day decision in accordance with the main tasks of the role and in accordance with CATCH policies and guidelines.

5. WORK ENVIRONMENT

a) Work Demands – The post holder will be required to work to overall targets set by the Chief Executive and the CATCH Board of Directors. On a daily basis reports to the CATCH Skills Account Manager.

b) Physical Demands – The work may require moving and handling display stands, boxes of publications and other office equipment from time to time.

c) Working Conditions – The post holder will be office based with occasional travel to members' sites and other locations.

d) Hours of Work – Some 'out of hours' working may be required to meet the needs of the role.

6. KNOWLEDGE & SKILLS

- Attributes of a CATCH Person
- Customer service experience
- Sales experience preferred
- Excellent organisational skills
- High level of attention to detail
- Enjoys communicating with clients
- Understanding of training and development
- Excellent interpersonal, presentation and communication skills, both verbal and written
- Personal drive to succeed, with high levels of initiative, confidence and determination

7. GENERAL

a) Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake other duties from time to time. Any

such duties should not however substantially change the general character of the post. Key holders should refer to the employee handbook for guidance on building security and locking up procedures.

b) Equal Opportunities – The post holder must carry out his/her duties with regard to our Equal Opportunities policy.

c) Health and Safety – The post holder must carry out his / her duties with full regard to our Health and Safety Procedures.

d) Training – CATCH policy to provide relevant training and personal development opportunities to support the development of the individual and their role in the organisation.

e) ISO 9001 – to comply with company policies and procedures and ensure that the ISO 9001 policy is adhered to at all times.

Job Description prepared by: J McIntosh

Job Description evaluated by: D Talbot

Received by Postholder: