

**Job Description**

Managed Service Coordinator |CATCH

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| **Perm/Contract:** |  Maternity Cover – Temporary Contract |
| **Location:** | CATCH, Redwood Park Estate, Stallingborough, DN41 8TH |
| **Hours:** | 08:30 – 16:30 Monday – Thursday, 08:30 – 16:00 Friday |
| **Reports to:** | Skills Account Manager  |
| **Team:** | CATCH Skills |

# About CATCH

CATCH is a membership led, skills, competency and apprenticeship providers supporting the process, energy, engineering and renewable industries in Lincolnshire, Yorkshire, and Humber.

# About the role

To work with the Skills Account Manager 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.

# 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
13. Any other duties as appropriate in line with the post.

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.

# Candidate requirements Essential

* Customer service experience
* Excellent organisational skills
* High level of attention to detail
* 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

**Desirable**

* Sales experience

# Work Environment

* 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 report to the Skills Account Manager
* Working Conditions – The post holder will be based at CATCH for the majority of the time with some travel required to members’ sites and other locations mainly in the UK but also abroad if required.
* Hours of Work – Some ‘out of hours’ working may be required to meet the needs of the role.

# General

* **Safeguarding**- HCF CATCH LTD is dedicated to and recognises our moral and statutory responsibility to safeguard and promote the welfare of all apprentices, learners, service users and staff. All those involved in training must adhere to the ethos that **‘it could happen here’** to reinforce the protection of individuals and the identification/reporting of concerns.
* HCF CATCH LTD recognises the importance of providing an ethos and environment that will help apprentices and learners to be safe and feel safe, secure and respected; encourage them to talk openly; and enable them to feel confident that they will be listened to. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children, young people and adults receive effective support, protection and justice.
* HCF CATCH LTD has a zero tolerance approach to abuse and any other harmful behaviour.
* **The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020)-** provides that when applying for certain jobs and activities, certain convictions and cautions are considered ‘protected’. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website. Please note any criminal convictions except those 'spent', or otherwise ‘protected’, under the Rehabilitation of Offenders Act 1974.
* The role is dependent upon the completion of a successful DBS certificate.

**Job Description prepared by:** H Goodwin
**Job Description evaluated by**: D Talbot **Received by Postholder:**