



Zen Internet Role Specification

JOB ROLE: Part Time Training Coordinator

Hours of Work: Mon to Fri 10am – 2pm

Key Deliverables

A new opportunity has arisen within Zen's growing Training and Development Department for a Part time Training coordinator.

This is an excellent opportunity to join one of the UK's leading Internet Service Providers and be part of an established and friendly team. Reporting to the Training & Development Manager, the successful candidate will be flexible when it comes to performing different tasks as and when they arise, have a confident telephone manner and will be fully aware of the importance of delivering a high quality customer service. Previous experience in a similar environment is essential for this role.

Key Responsibilities

- Administer learning and development request process
- Provide administrative support to the training team
- Send out delegate joining instructions
- Research and organise external training and development activities
- Print and prepare delegate handouts
- Book resources (venue and equipment)
- Create and distribute training evaluation surveys (evaluation sheets, etc)
- Create delegate
- Design and maintain the internal L&D Team SharePoint site
- Add and update development records in the HR system
- Create monthly learning and development reports

Candidate Profile

- Previous office administration experience
- Fully conversant with all Microsoft packages
- Excellent written and verbal communication skills
- Flexible approach to work
- Excellent telephone skills
- Strong attention to detail
- Good numeracy and literacy skills
- Able to meet deadlines
- Able to prioritise a busy workload
- A good team player
- Excellent organisational skills
- Self motivated and happy to work under own initiative
- Able to communicate effectively at all levels