Job Description

Post Title: Learning & Development Co-ordinator

Location: Nishkam Centre 6 Soho Rd Handsworth Birmingham B21

Contract: Part Time- Fixed term 12 month

No of Hours: 20 hrs per week 10am – 2pm occasional evening & weekend work

Days: Mon – Fri with occasional Saturdays

Salary: £8.21ph

Learning & Development at the Nishkam Centre is an important aspect of the service provision supporting and capacity building adults. This is also a key income stream within the centre and one which requires administration, co-ordination and growth. Whilst demonstrating and implementing Nishkam ethos and values.

The role will suit an individual who is passionate about education, task driven with the ability to prioritise.

Key Activities:

- First point of contact for Learning & Development enquiries
- Administer and co-ordinate adult courses (Life skills, Enrichment, Personal & Professional Development)
- Support and co-ordinate paid and volunteer tutors to successfully deliver a high quality service.
- Provide accurate data entry including recording and tracking of course payments
- Work with senior managers and marketing team to focus on student recruitment.
- Registering, invigilation of examinations
- Develop systems and processes to manage and report on learning & development activities, with qualitative and quantitate measures
- Research and keep updated on the learning needs of the community
- Support senior managers in the preparation of external audits and external verifier visits
- Adhere to the NCA policies and procedures

Key Responsibilities and Accountabilities:

- Support the achievement of annual income & student targets
• To ensure that NCA purchasing and procurement procedures are followed for all contracts.
• Health and Safety- to ensure safe systems of work, safe conditions and environment are in place, including such information, training, instruction and supervision as is necessary to achieve these objectives in accordance with NCA Health and Safety policies and procedures.
• Being familiar with and adhering to the NCA’s policies and procedures in relation to your work (to ensure that high standards of quality and good practice are maintained, developed and monitored).
• Ensure all people are treated with respect, compassion, hospitality, justice and trust in the course of your work, thereby promoting the NCA’s core values.
• Support diversity and equal opportunities within the Centre for staff, centre users and volunteers in accordance with Centre’s diversity statement.
• Maintain confidentiality at all times.
• Support the centre with any tasks as reasonably required to meet business needs.

Person Specification

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<tr>
<th>Description</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Demonstrable understanding of the Nishkam Centre Ethos</td>
<td>Y</td>
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<td>A Minimum of 2 years’ experience within an administration role</td>
<td>Y</td>
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<td>IT Skills- Working knowledge of using “Microsoft Office”</td>
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<td>(Word, Spreadsheets, PowerPoint, Outlook)</td>
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<td>Ability to multi task and work within a busy environment</td>
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<td>Experience of working with and managing volunteers</td>
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<td>Strong communication skills. Working with volunteers, tutors, students, internal &amp; external stakeholders</td>
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<tr>
<td>Experience of invigilation of exams/assessments</td>
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Further enquiries

Nishkam Civic Association
Nishkam Centre
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Birmingham
B21 9BH

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