

## **Job Description: Service Coordinator**

### **Job Purpose**

To coordinate and quality control the learning pathway for all service users undertaking a programme with Autus.

Autus is an award-winning charity providing training and skills development for people on the Autistic Spectrum. The charity has recently had an increase in referrals and registrations and requires increased capacity to ensure that smooth running of systems and processes for the learner journey.

### **Duties and responsibilities**

#### **Administrate**

- To respond to telephone, postal and email enquiries about the service and, where applicable, direct more complex matters to the relevant manager
- To record and maintain Autus Customer Relationship Management (CRM) system ensuring that service users information is up to date and stored (in accordance with Data Protection and GDPR requirements) so that staff can easily access required information
- To deal with registration and completion of learners, registration of new courses and other administrative duties in relation to service users undertaking accredited qualifications.
- To support the CEO and Head of Learning and Development in ensuring that administrative processes are in place to support the learning and progression pathway through the organisation.
- To draft, update and maintain Autus documents such as Learner Handbook, policies and procedures

#### **Coordinate**

- To work with the Head of Learning and Development and Learning Development Managers to plan and coordinate delivery of a variety of skills development programmes which support learning particularly for those with complex needs
- To track progress and development of service users through ensuring staff are recording required data (attendance and session records) and alerting managers of any concerns
- To support participation in sessions through reminders, obtaining feedback and other evaluation activities.
- To have overall responsibility for the Autus Croydon office and ensuring that meeting rooms are booked for sessions / courses and other relevant communication with the Landlords.
- To ensure marketing messages (via website, social media, case studies etc) are current, relevant and consistent

## **Quality and Customer Service**

- To be first point of contact in relation to enquiries, feedback and complaints.
- To work with the managers to develop and monitor of protocols for the smooth learner journey
- To work effectively with the senior management team to continuously review and improve class customer service to service users
- To support the SMT in ensuring that service users and staff comply with Autus policies and procedures at all times - especially prioritising health, safety and well being, safeguarding, information security, equal opportunities and diversity
- To work with SMT to review and evaluate the impact of programmes
- To keep up to date with training standards and good practice and maintain a commitment to continuous professional development

## **Person Specification:**

- Experience of working in a teaching or training environment
- Experience of or willingness to learn about virtual world technologies
- Intermediate ICT skills are essential
- A commitment to meeting the needs of people from diverse backgrounds including disabilities
- Knowledge of Autistic Spectrum Conditions would be an asset but can be learned as part of induction and ongoing professional development.

## **Location**

24 George Street, Croydon CR0 1PB

This post is on a self-employed basis, part time working 12hrs per week based in Croydon for an initial 6-month period

Hourly Rate: £11.24

**Please apply with CV and covering letter by Tuesday 10<sup>th</sup> April 2018.**

For further information please contact [donna@autus.org.uk](mailto:donna@autus.org.uk)