**Who we are?**

This is an exciting time to join the TCHC Group. TCHC Group was set up in August 2004. Since then, we have continued to develop and deliver programmes to support both young people and adults to learn, achieve and progress toward greater opportunities. TCHC is an organisation that believes in creating opportunities for all. It is an organisation that is ethical, friendly, and considerate and encompasses these values in all its services and operations. Most of all we believe in working together as a team to create opportunities for the individuals we work with to grow, to help them recognise and achieve their aspirations and goals and attain a positive outcome.

The staff who work for TCHC are learner-centric and want to make a real difference to the people they work with, enabling them to improve their employment situation, some of whom will have had poor experiences of learning and employment in the past. Some may have complex lives and require signposting to other organisations who can help.

Staff are valued and recognised for the contribution they make towards the organisation’s vision and goals and the effective support they provide to the individuals we engage with. We have a strong belief that success is created together; one of the reasons why we are a great employer to work for.

TCHC is a disability confident committed employer.

**Who are we looking for?**

***Are you organised? Have an attention to detail? Experienced with administration processes, able to coordinate others? Able to meet deadlines? Want to make a difference? Want to work with young people ensuring they can achieve? Are you a good communicator?***

***If yes read on.***

We are seeking a Centre Coordinator who can bring excellent administration and people skills to a newly appointed education and training centre, providing education to 16-19-year-olds.

You will be responsible for creating an outstanding experience for our learners and working closely with the Centre Manager, and internal teams, to track, report, and monitor the success of all young people's learning activity.

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| **Job Title:** | Centre Coordinator |
| **Location:** | Ipswich |
| **Working Hours:** | 8.30 am to 5.00 pm, Monday to Friday, 1-hour lunch, 37.5 hours per week |
| **Contract Type:** | Perm |
| **Reports to:** | Centre Manager |
| **Salary Band:** | Up to £25,000 per annum |

**What are we looking for?**

**Qualifications & Experience:**

* Business administration level or above (Desirable)
* GCSE (or equivalent) in English and maths at grade 4/ C or above, (essential)
* Experience working in an administration role within education (desirable)
* Experience with an administration role (essential)
* Experienced in communicating with different people
* Confident using IT packages

**Main Tasks & Responsibilities**

* To support the centre manager, colleagues, and learners to ensure the smooth running of the education and training centre, maintaining high standards of communication, administration, health, and safety, safeguarding,
* Oversee the centre admin processes and ensure systems are used
* To coordinate learner enrolments to the study programme, lead on managing and evidencing learner attendance, arrange meetings when required,
* Coordinate the use of petty cash and ensure all resources are available
* Coordinate to ensure deadlines for admin tasks are met
* To participate in meetings to evaluate individual learning plans ensuring effective practice is in use.
* Maintain security of confidential materials,
* Diarise any off-site interventions with learners and assist in planning including travel arrangements
* Assist with the management and storage of session plans and all appropriate resources
* Organise learner registrations, and exit paperwork
* Promote inclusive learning and consistently maintain established standards of discipline within the centre.
* To support learner recruitment
* Support sessions with a covering of breaks
* Ensure registers are up to date and authorise bursary payments in conjunction with the centre manager

**Reception and Customer Service**

* Be the first point of contact for all visitors and maintain a professional and welcoming reception area.
* Be the primary first contact for external callers and deal with queries promptly, taking messages and following up to ensure excellent customer service is delivered.
* Support the centre manager and organise promotional events and promote the centre programmes as appropriate e.g. school career events/open days/awards ceremony.
* Build an effective rapport with learners and report to colleagues any issues which may impact learning progress.

**Administration**

* Lead on administrative requirements of head office and funders, maintaining on-site learner records including learner/parent letters, bursary applications and certificate distribution.
* Learner enrolments and ILPs are accurately complete
* To ensure that learner bursaries are applied for and administered efficiently including daily travel payments.
* Organise course marketing and open days.
* Maintain information requirements of external bodies.
* Undertake general administrative duties.
* Manage all ordering of stationary and other resources required to ensure the smooth operation of the centre
* Maintain effective communication with colleagues via email, telephone, and face-to-face meetings, communicating issues promptly.
* Follow TCHC general housekeeping procedures.
* Maintain centre calendar and notify staff of important events, supporting all deadlines to be met.
* Undertake any ad hoc tasks as required and be flexible in covering the work of team members as and when necessary.

**Monitoring and Continual Improvement**

* Undertake regular CPD and record it using company documents.
* Undertake qualifications where suitable as part of your own learning and development.
* Take proactive approaches to ensure Safeguarding and Prevent is embedded into the delivery and ensure issues are raised accordingly, in line with TCHC’s Safeguarding Policy using the appropriate recording and reporting tools.
* Prepare for and attend standardisation meetings as instructed by Quality Assurance
* Ongoing management and administration tasks relating to TCHC’s CRM and ePortfolio systems, including but not limited to session planning, logging results and providing feedback to learners
* Ensure any complaints are raised accordingly in line with TCHC’s Complaints Policy

**Note:** These responsibilities serve as an initial outline for the tasks that the post holder will initially be expected to perform. Changes may occur over time to accommodate evolving job requirements and adapt to shifting circumstances.

Furthermore, given the dynamic nature of our operational environment, it is crucial for individuals in these roles to demonstrate flexibility and a willingness to travel to different work locations. This outline represents an initial plan and will be subject to periodic review as part of our Continuous Professional Development process.

**Confidentiality**

The individual in this role is responsible for upholding the confidentiality of information pertaining to clients, staff, and other stakeholders. Certain aspects of their work involve handling confidential information, which should not be disclosed to individuals outside the scope of their official duties. It is imperative that the post holder consistently always adheres to the provisions of the General Data Regulation Act.

**Safeguarding, Prevent & Equal Opportunities**

TCHC is dedicated to promoting equal opportunities and preventing discrimination for everyone. Our commitment extends to adhering to Safer Recruitment Policies, safeguarding practices, complying with the Prevent Duty, and advocating for the well-being of children, youth, and adults. In pursuit of our dedication, we will continuously enhance and refine our robust safeguarding processes and procedures, fostering a culture of safeguarding among our team members and volunteers.

**Pre-employment checks**

The company also conducts an internal online search on social media platforms in accordance with the Keeping Children Safe in Education guidance. Should any pertinent information arise from this search, it will be discussed with the applicant as part of the recruitment process.

Please note that upon a successful job offer, the company performs digitalised right-to-work checks and initiates DBS applications through an external service provider. An enhanced DBS check, including the barred list, is mandatory for this role.

**Rewards for your hard work**

For us here at TCHC reward means far more than just pay. Our generous and competitive benefits package includes:

* Annual leave up to 25 days plus 8 public Bank Holiday
* We operate a Christmas and New Year shutdown period in which you will receive an additional 3 days of leave at full pay to cover this closure period.
* When your birthday falls on a working day you will receive this day off at full pay.
* Sickness pay allowance.
* Pension scheme after 3 months you have been employed with us
* Bupa Cash Plan, level 1 paid by the company
* Employee Assistance Programme to access help and support 24 hours a day every day of the year for immediate family (eligibility applies)
* Discounted membership for BUPA (subject to the qualifying conditions)
* Long Service club loyalty gift upon completion of 5 and 10 years of continuous service
* Quarterly and annual awards
* Company tools and equipment for the performance of your duties
* Reimbursement of travel expenses

**How to Apply**

To apply please complete the application form online at: <https://tchc.net/apply-now/>