

## “Programme Coordinator” job description

**Job title:** Programme Coordinator

**Location:** Via Martiri della Libertà 9, Padova

**Contract type:** Full time. Fixed-term (1 year) with a view to become permanent. 38 hours/week.

**Number of open positions:** 1-3

**Job overview:** The Programme coordinator is responsible to organise our Erasmus+ teacher training courses and to communicate all the details to the relevant contacts. The role entails setting up both the learning component of the programme (trainer recruitment and management, schemes of work and training venues) and its logistics (accommodation, activities and trips): the goal is to ensure all the operational aspects of the programme are delivered to the highest standards in Padova and other European locations. The Programme coordinator masters teaching and training methodologies and is keen to contribute to the education sector. Each individual is assigned a number of courses and related smart customer satisfaction goals: performance is measured by exceeding quarterly targets. The ideal candidate enjoys keeping the wheels turning and sets the heartbeat of the organisation to exceed our customer expectations for all the programme details. This is a great job for extremely organised people who are confident, willing and flexible to deal with problems or new tasks in a very detailed way and to find solutions on a daily basis.

**Reports to:** Managing Director

### Key responsibilities:

This is a dynamic job in a start-up environment with a variety of responsibilities, including:

- Course scheduling
  - Meeting funded project leaders online and finalising their bookings
  - Managing trainer availability and school preferences to convey people to confirmed dates or to juggle with their alternatives to propose to confirm as many courses as you can
  - Planning dates and organising availability and scheduling limits to meet requirements and advance reservation time
  - Proposing to confirm courses once they reach the minimum number of participants
- Programme management and customer service
  - Organising programme details and communicating them in a friendly and efficient way to confirmed clients using emails and remote communication tools
  - Leading the opening and closing events of each programme
  - Being the first point of contact to handle any challenge when onsite and to resolve customer complaints/queries
  - Supporting the processes to provide Erasmus+ funding advice and support
- Teaching and learning management
  - Planning operational project requirements and client needs
  - Managing availability for trainers, training venues and resources
  - Scheduling programme activities and coordinating trainers, resource availability, rescheduling dates and maximising efficient use of time and resources
  - Finding and organising training venues and managing learning environments
  - Ensuring the teaching and learning management is delivered to the highest standards
- Curriculum management and development
  - Researching information and new learning activities, including local visits and tours
  - Managing and archiving presentation material, resources and contents
  - Supporting the current curriculum development and designing creative and innovative high-quality courses and contents in line with the marketing strategy
- Managing trainers, local schools and foreign hosting organisations
  - Managing and transforming the current pool of trainers and foreign hosting organisations



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- Establishing new relationships with local schools and organising school visits
- Developing and implementing recruitment strategies to attract and onboard trainers in Padova
- Managing training and development of trainers
- Developing new locations and new relationships with foreign hosting organisations and trainers
- Maintaining relationships with and finding supporting activities for foreign hosting organisations for all courses taking place in other European locations
- Travelling to supervise and manage courses abroad as required.
- Accommodation and transport
  - Researching, selecting and procuring the right accommodation and transport providers according to the needs, budget and quality standard of the approved Erasmus+ projects
  - Booking accommodation (private/shared apartments, B&B, hotels) and transfers from/to airports, visits, trips and monitoring those critical services to enable an enjoyable experience of the learning programme
  - Facilitating the resolution and finding solutions for any issue the client raises about accommodation and transport
- Work experience management
  - Contribute to set up the new work experience department
- Reporting and improvement
  - Using CRM to update workload progress and facilitate communication
  - Reporting trainer and resource performance and improvement plans
  - Preparing and managing the department's plan and budget

## Weekends

During a significant number of weekends throughout the year, you might be on call and available to respond to an incident (should one arise) or you might be required to work. Our courses usually are delivered Monday to Friday plus full-day trips/other learning activities on Saturdays. Participants usually arrive and leave on Sundays.

## Travel

Travel might be required for a number of times per year, especially after the first 12 months of contract. Courses abroad are operationally implemented by foreign hosting organisations, accommodation and transport providers or directly by us as hosting organisation. A number of courses abroad might require your on-site presence, tutoring, supervision and management. Travel allowance and expenses as by your contract.

## Your home address

You are required to live 10km far away from our main office in Via Martiri della Libertà 9, Padova.

## Career progression

As you contribute and lead the business growth, your role can move up to one of the following roles:

- *Managing director* with direct responsibility to lead the company
- *Erasmus+ advisor* with more responsibility to provide Erasmus+ funding advice and support and to achieve sales targets
- *Work experience manager* with more responsibility to manage the new work placement department and to organise internships for international students in various locations.

## Compensation & Benefits

- Base salary: Livello 8A CCNL Scuole Laiche
- Weekends: an on-call compensation plan (monetary incentives, added time off, etc.) for scheduled overtime and time spent on the issues
- Travel allowance and expenses: extra compensation when you travel to our locations.

- An attractive bonus and incentive scheme: we work by objectives and reward results – in writing from day 1, active from month 6.
- Language lessons and professional development courses based on your needs – in writing from day 1, active from month 6.

If your position is confirmed as permanent at the end of year 1, you will join the company welfare plan in addition to your base salary, bonus and incentive scheme and your professional growth.

#### What we offer

- Welcome kit and onboarding programme
- International environment. Our language is English. Your work will have full European exposure and you will meet participants from many European countries! This job is a lifestyle!
- Opportunity for career progression: You will be part of a small but fast-growing start up team and get the opportunity to be involved in a wide range of work and eventually build and coordinate the future company plans.
- Agile work environment: We use smart tools for goal-setting, time-blocking and performance management. We work in the cloud and follow our process blueprints and kanban boards to manage the workload. Ready to conquer the workday!
- Team building activities: We believe effective team building builds trust, encourages communication, and increases collaboration. Enjoy fun activities and connect with the team!
- Opportunities to learn. We pay for your language lessons, but that's not where it ends. If you make a good case for some extra learning, we're delighted to pick up the tab.

#### What we are looking for

- EXPERIENCE
  - At least 3-year experience in small private education or training businesses:
    - Training programme design and management
    - trainer recruitment and management
    - event managements (training venues, hotels, logistics)
    - Partnerships with other organisations
  - International background
- ATTITUDE
  - A friendly, approachable and self-starter individual who takes initiative and proactively works hands-on to solve problems and multi-task to meet targets, deadlines and goals in a fast-changing environment
  - Extremely organised
  - Gregarious and amiable
  - Social innovator and persistent positive problem-solving attitude
  - A burning desire to join a new start up and take responsibility to lead its growth
- KNOWLEDGE
  - In-depth knowledge of learning programme management in general
  - Knowledge of contents, areas and methods of Erasmus+ mobility training at EU level is a plus.
- SKILLS
  - Fluent in English and Italian – both at least C2. Other languages are an asset.
  - Outstanding communication and interpersonal skills
  - Remote communication and remote working skills
  - Strong leadership skills
  - Excellent organisational, problem-solving and time-management skills.
  - Strong and proven ability to schedule resources - resource management, planning and prioritising skills. Project management skills are a plus.
  - Accuracy and attention to details
  - Basic computer skills (emails, presentation, word).



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**How we will measure your impact**

- Feedback scores
- Variable Margins of Bookings
- Amount of repeat business