

“Programme Officer” job description

Job title: Programme Officer

Main office: Via Martiri della Libertà 9, Padova

Contract type: Full time. 38 hours/week. Fixed-term (1 year) with a view to become permanent. If you are between 18 and 29 years of age, we can consider the opportunity of a vocational apprenticeship

Tags: #education #training #sales #customerservice #events #projectmanagement #erasmus

Number of open positions: 1

Job overview: The Programme Officer is responsible for sales, management and administration of our Erasmus+ teacher training courses, ensuring that all programme details meet or exceed client and participant expectations. This includes ensuring that the admissions process runs smoothly and efficiently, scheduling courses and programmes, hiring the most suitable learning environments, booking accommodation, activities, trips, maintaining the business office! The Programme Officer will handle client inquiries, lead programme events, resolve issues, and continuously improve the customer experience, mainly through remote communication via email and phone, as well as partially in person. The Programme Officer will follow and improve the process blueprints, report and communicate progress to the rest of the team, and promptly manage feedback.

Each individual will be assigned a number of locations and will be accountable to develop and oversee objectives and key results in line with the business strategy. In this role, the candidate’s performance will be evaluated based on their ability to exceed quarterly financial and quality targets. We are seeking friendly and approachable candidates with diverse skills and experience in project management, sales, customer service or events, who are passionate about education and training, have a strong interest in both organisation and socialisation, and enjoy taking charge, working under pressure, multitasking and keeping things running smoothly. If this sounds like you, please submit your application!

Reports to: Managing Director

Key responsibilities:

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

- Admission and sales management
 - Managing email and phone correspondence effectively for both applicants and funded project leaders from all over Europe
 - Communicating persistently and effectively via email and phone with diverse clients from different backgrounds, each with their own unique decision-making styles and goals in a dynamic and primarily remote environment
 - Advising prospects regarding educational opportunities and options, presenting our courses and booking tactics, funding procedures and our support services in an attractive manner, handling objections, and closing the sale via email or phone
 - Engaging and following up funded project leaders and finalising their admission, including the administration of their contracts, documents and proposals, always striving to find the courses and locations which best fit their needs thus reaching the sales target
 - Supporting the processes to provide Erasmus+ funding advice and support
 - Creating and developing innovative communication strategies and their contents, and then utilising them in coordination with the company's marketing strategy to drive the success of its campaigns and activities
 - Organising and leading open days and other online and onsite marketing events
- Course scheduling and administration
 - Matching trainer availability and client preferences to convey people to confirmed course dates or juggling with their alternatives to confirm as many course dates as you can
 - Planning date strategies, creating and assessing alternative combinations of dates/locations/course titles, organising availability and scheduling limits and opportunities to meet requirements, decision-making steps and advance reservation time
 - Confirming courses once they reach the minimum number of participants
 - Planning operational project requirements and client needs and ensuring they are met to the highest standards
 - Organising programme details and communicating them in a friendly and efficient way to confirmed clients using emails and remote communication tools
 - Planning the programme, coordinating resource availability, and maximising efficient use of time and resources
 - Preparing and communicating the information package and other paperwork to fulfil course administration
- Teaching and learning management
 - Managing availability for trainers, group tutors, training venues, hosting organisations and resources
 - Appointing trainers or hosting organisations and delegating to group tutors if needed
 - Creating and controlling schemes of work to provide a framework for the management of teaching and learning activities
 - Mobilising competences needed at any management stage, including technical, legal and tax competences
 - Finding and organising training venues and managing learning environments according to the trainer requirements
- Booking accommodation and activities
 - Researching, selecting and procuring the right accommodation and activity providers based on specific requirements and budget
 - Booking accommodation (private/shared apartments, B&B, hotels) and all arrangements for activities
 - Managing activity providers or being the activity leader and directly creating and executing the socio-cultural activities
 - Facilitating the resolution and finding solutions for any issue the client raises about accommodation and activities
- Managing or directly executing tutoring and customer service

- Planning strategies to manage training requirements and participant needs
- Running briefings/meetings with tutors to give instructions and resources, exchange feedback, handover the information for the sign-off and plan future improvements
- Acting as tutor if needed
- Travelling to supervise and manage courses in other locations as required
- **Managing finances**
 - Estimating variable costs for courses and issuing sales orders
 - Contacting customers who have overdue or unpaid invoices and reminding them to make payment
 - Collecting and submitting payment requests, provider invoices and expense justification documents to bookkeeper
 - Confirming final cost allocation and monitoring variable margins
- **Ensuring general business office maintenance**
 - Managing utilities, subscriptions and rent expenses
 - Organising and liaising with landlord representatives and qualified professionals (e.g. cleaning services, IT consultants, contractors, repairs and maintenance, health and safety, etc)
 - Managing and maintaining PCs, printers, and other office equipment, including office phone systems and answering machine
 - Looking for new and agile office spaces as required
 - Renewing and adapting the office decorations and spaces with a fun and light furnishing style to create an expressive, enjoyable and functional working environment within budget: work is the playground for our dreams!
- **Planning, reporting and improvement**
 - Preparing and managing your department's plan and budget to achieve objectives and key results
 - Planning, preparing and running structured team communication meetings and regularly communicating progress about objectives and key results, key reports and other action plans
 - Updating the CRM with information related to key reports, which includes activities such as planning engagements and follow-ups, preparing shared folders for team access in advance, completing opportunities, and preparing them for sign-off, reviewing feedback, as well as finalising course cost allocation
 - Analysing data from our systems and Erasmus+ platforms, presenting margins per location, participant, quarter and suggesting standard pricing reviews and strategies to manage feedback and tackle lost reasons
 - Planning actions to improve the administrative procedures, the business processes and the overall customer experience
 - Deciding and communicating action plans at all levels, adapting to unforeseen changes, adjusting the plan schedule to account for setbacks and shifting deadlines while still producing high-quality work in a fast-paced environment

Weekends

Our courses usually are delivered Monday to Friday plus full-day trips/other activities on Saturdays. Participants usually arrive and leave on Sundays. As such, you might be on call and available to respond to an incident (should one arise) during weekends.

Travel

A number of courses abroad might require your on-site presence, tutoring, supervision and management. Travel might be required for a few times per year, especially after the first 12 months of contract. Travel allowance and expenses as by your contract.

Your home address

You are required to live within a range of up to 10 kilometres from the main office to fully immerse in the local community, build relationships with stakeholders, and source trainers, learning experiences, and best practices from the community. By participating in local events and activities, which include those part of the local cultural life or those related to the transformative approach to education and internationalisation or to its narrative in terms of social and economic innovation, you can gain insights into the needs of the teachers we serve to create effective immersive programmes.

Career progression

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

- *Programme Coordinator* with more responsibility for curriculum and business development
- *Programme Manager* with more responsibility to lead the team of Programme Coordinators
- *Work experience manager* with more responsibility to manage the new work placement department
- *Managing Director* with direct responsibility to lead the company

Compensation & Benefits

- Basic salary: Livello 3 or 4 "Scuole Laiche"
- Highly competitive and attractive bonus scheme for exceptional performance and exceeding expectations: we work by objectives and reward results. Your salary potential is entirely dependent on your results and commitment to achieving success.
- Travel allowance and expenses: extra compensation when you travel to our locations.
- Weekends: an on-call compensation plan (added time off, etc.) for scheduled overtime and time spent on the issues
- Training and professional development plans based on your needs
- Welfare plan: 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 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 collectively develop blueprints and kanban boards as a team effort to manage our workload in the cloud, reflecting a bottom-up cooperative creation process. 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. From industry events like conferences, webinars or workshops to structured mentorship and on-the-job training to online learning, we ensure that you have the tools and framework to succeed in your career path.

What we are looking for

- **ATTITUDE**
 - The ideal candidate should be a self-starter who approaches challenges with persistence and positivity to achieve their goals. In addition to being highly organised, proactive and adaptable, they will demonstrate a naturally friendly, collaborative and decisive demeanour, and build great relationships with clients and colleagues. They should be able to find solutions in high-pressure situations and take initiative to get things done with a calm and positive attitude. Applicants should have a positive attitude towards office-based work and be comfortable with frequent communication via email and phone and a high level of attention to detail and accuracy. Our ideal candidate is committed to lifelong learning and has a burning desire to lead the growth of a new education startup.
- **SKILLS**
 - Fluent in English and Italian – both at least C1. Other languages are an asset.
 - Strong telesales and consultative selling skills, remotely via email and phone. Great ability to ask questions and understand needs, challenges and decision-making styles, to persuade clients, and to effectively communicate the benefits of our programmes while building long-term relationships and providing tailored solutions that meet customer's needs
 - Excellent organisational, problem-solving and time-management skills, with an extraordinary ability to find solutions, work under pressure, schedule and manage multiple resources and tasks at the same time, prioritise and manage time effectively, and plan with precision and attention to details. Project management skills are a plus
 - Great decision-making skills, including the ability to think critically and often on the spot, be creative, prioritise tasks and goals, take charge and control risks
 - Strong interpersonal, communication and customer service skills, including through remote channels such as email, phone or video-conferences. Active listening, clarity of expression, empathy, ability to adapt communication style to different audiences and situations and the ability to lead highly effective meetings are essential, both in person and remotely
 - Basic computer skills (emails, presentation, word). Higher levels of proficiency with Zoho CRM or other advanced digital skills are a plus.
- **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.
- **EXPERIENCE**
 - Experience in project management, sales, customer service or events, preferably in the education and training sector
 - International background: a range of informal or innovative experiences such as project work, volunteer experiences, and travel or cultural experiences or any other performance track record
 - Bachelor's degree or equivalent in education, business administration, or a related field

How we will measure your impact

- Feedback scores
- Variable Margins of Courses and Amount of repeat business
- Objectives and Key results