

VACANCY: Course organiser - Padova

Who we are

Teachersrise organises teacher training courses and projects for teachers and schools from all over Europe. The Erasmus+ programme fully funds the costs of participation in our courses and projects for schools of all types and levels. We help those schools to get this funding through our dedicated Erasmus+ support service.

Course participants typically move for one week from their country to one of our locations to attend our courses and learn new teaching methodologies and skills. Along with the training, we also offer socio-cultural activities, accommodation and other services. Whether schools got Erasmus+ funding through our support service or independently, we actively compete with other Erasmus+ course providers to attract participants to our teacher training courses and other services, aligning with our organisation's sales targets. Our commitment extends beyond course booking: we prioritise resolving the practical aspects of the booking process of each participant, and strive to meet their needs and preferences for topics, dates, and other logistical factors. Moreover, we actively promote and upsell our additional services, enhancing the overall training experience for participants.

Instead, projects involve organisations from different countries cooperating on activities related to education and training. These activities aim to address specific topics, exchange experiences, and promote innovation and knowledge sharing among the partners. Our support service facilitates the creation of these partnerships by connecting organisations with similar interests and providing professional project application drafting. During implementation of these project activities, we are committed partners, focused on achieving great project results and fostering strong relationships for international cooperation.

Overview

Teachersrise is seeking a qualified individual for the position of "Course organiser" for its headquarters in Padova. This is an exciting opportunity to join and lead the growth of a new education startup!

The Course organiser will be responsible for sales, management and administration of our Erasmus+ teacher training courses, activities, accommodation, and other additional services, ensuring that all programme details meet or exceed client and participant expectations. This includes ensuring that the admission process runs smoothly and efficiently, arranging suitable training venues, accommodation, activities, and scheduling the final programme.

The Course organiser will also handle client enquiries, lead programme events and projects, resolve issues, and continuously improve the customer experience, mainly through remote communication via email and phone. Additionally, they will manage financial aspects, lead reporting efforts to ensure effective team coordination, and contribute to the planning and development of new initiatives.

Each individual will be assigned a number of locations and will be accountable for developing and overseeing objectives and key results aligned with the business strategy. Performance in this role will be evaluated based on the ability to exceed quarterly financial and quality targets.

Successful candidates should enjoy taking charge, working under pressure, multitasking, and ensuring smooth operations. If this sounds like you, please submit your application!

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

Start date: September 2024

Key responsibilities

- **Sales:** Approaching teachers or school leaders interested in our courses through email and phone calls, delivering online presentations and pitches, promoting and upselling activities, accommodation, and other additional services, negotiating deals, completing contract administration, and collecting receivables. Sales require coordination with or execution of tasks of course administration and logistics.

- **Course administration and logistics:** Supervising all administrative tasks related to confirmed courses, such as preparing info package, and arranging logistics, including booking trainers, venues, activities, and accommodation for participants.
- **Finance:** Collecting, recording, and reconciling invoices associated with course expenses.
- **Tutoring:** Providing and collecting information before arrival at kick-off meeting and via email/phone, conveying requirements to trainers, preparing printed materials, opening and closing the course, facilitating training venue services, and providing support to participants.
- **Planning and development:** Contributing to the planning and development of new courses, new trainers, new locations and new services.
- **Reporting:** Lead structured team communication sessions, facilitating presentations, discussions, and decisions for effective coordination.

Depending on the yearly plan and team member profile, the following responsibilities might be assigned:

- **Lead qualification:** Responding to inbound enquiries and qualifying leads via email and phone to convert them into opportunities.
- **Project development:** Overseeing the matchmaking platform for partnership projects, designing project ideas and writing or assisting in writing project applications.
- **Project management:** Lead and execute approved partnership projects.
- **Office management:** Managing general business office maintenance, including utilities, landlord liaisons, equipment upkeep, space optimization, and decor renewal

What we are looking for

- English and Italian, both at least C1
- Customer service orientation and commercial drive
- Self-motivated and proactive with a strong desire to learn
- Outstanding communication and interpersonal skills, both in person and remotely
- Sales and negotiation skills for presenting value propositions and securing agreements
- Strong problem solving, organisation, planning and time management skills
- Team work skills and ability to lead effective meetings
- Basic computer skills and ability to thrive in an office environment. Digital marketing skills are a plus.
- University degree in education, business administration, or a related field
- Padova or nearby home address required

Weekends: non-restricted on-call status, if necessary

Travel: Travel might be required for a few times per year, especially after the first 12 months of contract.

Compensation & benefits

- Basic fixed salary, based on the experience and qualifications of the candidate
- Highly attractive performance-based bonus scheme
- Flexible time: time banking schemes for a great work-life balance... you organise your time!
- Clear rules to recover business travel time and worked on-call hours
- Agile digital environment and smart tools for digital collaboration
- Possibility of smart working after the initial 12 months, subject to performance

Career pathways

The role has the potential to diversify into specialist or leadership positions, based on individual performance and contribution to company goals. The company is committed to employee skill development for success.