

TRAINING OFFICER

JOB DESCRIPTION

Job title	Training Officer
Department	Propertymark Academy
Office location	Arbon House, 6 Tournament Court, Warwick, CV34 6LG
Responsible for	The effective planning, delivery and review of high-quality training courses
Salary	£28K – 32K
Reporting to	Academy Manager

JOB PURPOSE

The Training Officer will report on a day-to-day basis to the Academy Manager and will be expected to meet the following key accountabilities:

- To oversee all aspects of Propertymark training courses, including Propertymark trainers, course materials, course planning and quality assurance.
- The post holder will be responsible for ensuring that Propertymark training courses meet high standards of quality, are planned and delivered effectively and aligned with both Propertymark Academy and wider Propertymark KPI's.
- The Training Officer will work closely with the Academy Manager in supporting trainers, monitoring recognised centres in conjunction with Awarding Body requirements and fostering a culture of continuous improvement.

Main Duties and Responsibilities:

Course Co-ordination

- Collaborate with subject matter experts, and trainers to assist in the design and development of effective training courses that align with organisational goals and meet the needs of members, learners and the wider property industry.
- To plan and review the annual calendar of Propertymark Academy training courses, including scheduling dates and sessions and organising resources and trainers.
- Co-ordinate course registrations including enquiries, booking confirmations and payment processing.
- Organise the set-up of all training courses, including delegate lists, course materials and virtual classrooms.
- Handle course rescheduling or cancellations, communicating changes to both trainers and delegates as necessary.

Trainer Co-ordination

- Assist the Academy Manager in the recruitment and monitoring of Propertymark Trainers, ensuring they have the resources and support needed to deliver high-quality training sessions.
- To support the planning and communications of compliance review of trainers with managers and the quality assurance team.
- Co-ordinate courses schedules and training timetables, balancing demand across trainers and ensuring efficient resource allocation.
- Support the Academy Manager in the facilitation of ongoing professional development opportunities for Trainers, including skills development and training refreshers.

PMQ Satellite Training Centres

- Oversee the operational needs of commercial partners in satellite training centres, ensuring their compliance with Awarding Organisation requirements.

Quality Assurance

- Collect feedback from course delegates and trainers to improve content, delivery, and training resources for future delegates.

- Provide administrative support for the quality assurance monitoring of both trainers and course materials, to maintain high quality standards of training.
- To ensure Propertymark Academy courses and programmes continue to meet the criteria of the Awarding Organisation.

Other Duties

- To assist in marketing activities to support Propertymark, Propertymark Academy and its courses and programmes.
- Providing customer service back up support across key functions within the PMA team, including but not limited to, telephone and email cover.
- Any other duties in line with the level of responsibility, dependent upon business priorities.

Key working relationships:

- Academy Manager
- Academy Co-ordinators
- Academy Training Co-ordinator
- Propertymark Trainers
- PMQ Quality Assurance Officer
- Other Propertymark departments

Job Requirement Skills:

- Able to work independently with accuracy and attention to detail.
- Excellent organisational skills with an ability to plan and prioritise work to meet deadlines.
- Being accountable and willing to support others.
- Possessing an open and collaborative working style; a team player and comfortable in a busy environment.
- Excellent communication skills, able to deal with all types of people with confidence and using a good standard of written and verbal communications.
- Administration and office skills, including Microsoft Office applications.
- Able to use training provider/ professional body specific CRM operational systems.
- Capacity to manage multiple courses.
- A driver of change processes.

Education / Experience:

- Experience of working for a training provider with understanding and demonstrable experience of relevant operational processes (essential).
- Comfortable with the use of Microsoft office packages including Word, PPT, Excel (Essential)
- Experience of trainer co-ordination and course planning (desirable).
- Educated to A level / Higher, or equivalent (essential).
- Qualification/s in education or training e.g. Level 4 Certificate in Education and Training, Train the trainer or equivalent (desirable)
- Experience of working with a virtual learning environment platform (desirable).
- Experience of quality assurance systems and processes (essential).
- Property sector-based experience (desirable)