

Job Description: Programme Co-ordinator

The Chartered Institute of Procurement & Supply

The Chartered Institute of Procurement & Supply (CIPS) is the leading independent global membership body representing the procurement and supply profession. With a global membership of over 70,000, we are driving positive change across the profession.

As an organisation with a Royal Charter, our focus is on fulfilling our public interest remit by maintaining high standards of technical competence and ethical behaviour of our members, whilst enhancing the capability of the profession through education, training, and qualifications.

Through all our work, we build a community. A global network of professionals, powering best practice for procurement and supply excellence in people, processes and performance.

CIPS has local offices in the UK, Australia and New Zealand, Africa, the Middle East, India, Singapore and the USA.

Classification Information

Detail	Description
Job title	Programme Co-ordinator
Contract Type	Fixed Term Contract – 6 Months
Job Family	Customer Delivery
Job Grade	C2
Salary Band	D
Departments / Location	Markets UK/ Europe/ NA - CIPS UK – WestPoint, Peterborough, PE2 6FZ
Reports to	Programme Co-ordinator Manager
Direct Reports	0
Indirect Reports	0

Job Summary

Responsible for supporting the Programme Management Team in providing the operational support and coordination of Corporate Programmes consisting of organisational development products and service as defined by Customer Relations and Corporate Delivery.

These products for which support is given includes in company skills training, qualifications, e learning and corporate award and are delivered to CIPS corporate clients worldwide.

Key Responsibilities

- Supports the Programme Leads in the delivery of agreed corporate client programmes. This includes the organisation and delivery of the assessment process from enrolment through to assessment.
- Ability to work independently, take initiative and be consistently organised to ensure that tasks are completed in a timely manner or agreed schedule.
- Responsible for coordinating workshops and training schedules for corporate clients and their students.
- Responsible for management of client & delegate data to online systems accurately and to agreed schedules.
- Provide support and professional communication to clients, students and tutors regarding a variety of information and policies that maybe be related to a corporate program.
- In charge of maintaining records of student training, this includes creating and updating status reports that will meet the requirements of the Ofqual regulations.
- Responsible for liaising with tutors and clients to ensure that travel and accommodation arrangements (UK & International) for tutors, delivers appropriate levels of accommodation to budget and quality.
- Responsible for ensuring that evaluation feedback is supplied in a timely manner with appropriate analysis and outcomes evaluated and reported.
- Responsible for ensuring that client accounts are maintained, and that invoices and POs are issued in accordance with agreed schedules/contracts.
- Responsible for updating and maintaining the accuracy of the invoicing information contained within the Corporate Schedule and that systems are correctly maintained to enable accurate reporting.
- Responsible for supporting initiatives to ensure continuous improvement through corrective action requests and implementing future preventative measures.

Person Specification

Qualifications & Experience	Desirable	Essential
Sound educational background		✓
IT literate		✓
Strong attention to detail and committed to quality and accuracy		✓
Excellent written and verbal communication skills		✓
Ability to manage complexity	✓	
Demonstrable experienced of customer focused administration		✓
Highly organised, with the ability to meet deadlines and work under pressure		✓
Experience of working in a customer facing/customer delivery environment		✓
Demonstrable commitment to delivering customer excellence		✓

Competencies

CIPS' Values – all employees undertake to uphold our agreed values



Professional integrity
We do what is right and good



Innovative and curious
We are explorers and innovators



Globally connected
We bring the world together



Member-centric
We serve and inspire our members

Other Information

Terms	Description
Hours	9am to 5pm, Monday to Friday (35 hour contractual working week), but the salary has been structured to take account of the need to occasionally work unsocial hours as required by a global organisation and therefore no additional remuneration will be paid outside of base salary)
Life Assurance	4 times gross annual salary for death in service
Healthcare	We currently offer Private Medical Insurance through BUPA. CIPS will cover you for BUPA select key cover and you can choose to add family members and dental/cash plans for a monthly fee. BUPA also offers a Digital GP service where you can arrange a video GP appointment at any time of the day, normally within 2 hours via a smartphone app.
Pension	Group Personal Pension Plan
Holiday	25 working days holiday plus statutory holidays – holiday year from 1 st January to 31 st December
Bonus	Bonus Scheme – General Staff Bonus. Bonuses are non-contractual, not guaranteed and can be removed at CIPS’ sole discretion. Bonus payments are non-consolidated for all other contractual and non-contractual benefits including (but not limited to) pension and life assurance.
Staff Dining	Gather & Gather restaurant located at West Point open 8.00am until 3:00pm Staff kitchen area available with fridge and microwave within CIPS office at West Point.