

Job description

Events and training co-ordinator

Job title:	Events and training co-ordinator (Full-time)
Responsible to:	Journalism Skills Academy (JSA) manager Head of marketing and communications
Key contacts:	Head of Journalism Skills Academy (JSA) Head of partnerships and projects Head of qualifications NCTJ's chief executive, management team and staff NCTJ trainers, tutors and examiners Venue staff and other suppliers Students and learners, industry contacts and customers

Summary job objectives

- ❖ To coordinate, administer and sell NCTJ training courses and resources through the Journalism Skills Academy (including e-learning courses and qualifications, webinars, static resources and in-person training).
- ❖ To provide planning, administrative and logistical support for NCTJ events.
- ❖ To administer NCTJ awards and prizes, including liaison with judges and shortlisted students and journalists.
- ❖ To assist with office facilities matters and special projects and to support the work of the head of the JSA, JSA manager and head of marketing and communications.

Areas of responsibility

1. Working closely with the NCTJ's JSA team, support the growth and evolution of the Journalism Skills Academy, the NCTJ's learning platform for journalists at every stage of their career.
2. In particular, help to ensure the smooth administration and running of the JSA by:
 - Answering enquiries from potential learners about available opportunities, ensuring they are directed to the appropriate resources;
 - Processing orders for distance learning programmes, other e-learning courses, JSA webinars and other training events;
 - Dispatching relevant materials and books to learners and other customers, registering learners on the JSA e-learning platform, and arranging invoices where appropriate;

- Supporting the progress of learners, building a relationship with them through their learning journey and dealing with their questions as they arise;
 - Updating learners with regard to changes in quality and assessment deadlines or requirements;
 - Introducing JSA webinars and providing technical support for tutors and learners;
 - Overseeing feedback from users and collating in one report;
 - Assisting the JSA manager and head of JSA as required with other activity associated with the JSA.
3. In respect of in-person training and other NCTJ events:
- Research, check and book cost-effective and appropriate venues;
 - Arrange logistics including catering, AV, room set-up, delegate registration and badging;
 - Maintain attendee and other relevant records on the database;
 - Help to ensuring smooth running of event on the day.
4. Help to ensure that the NCTJ's main website (www.nctj.com) and the JSA e-learning platform (www.nctj.mylearningapp.com) are kept up to date in respect of available training and learning resources.
5. Assist with the production of training-related e-newsletters and other learner communications.
6. Administer the NCTJ's awards and prizes including liaison with entrants and judges, as well as working with the marketing and communications manager to promote the awards and increase the number of entries. If applicable, organise the presentation of awards at remote or in-person events.
7. Assist with day-to-day NCTJ administrative duties including office facilities, giving careers advice and answering general enquiries on the telephone.
8. Represent the NCTJ at external meetings and events as required.
9. Undertake special projects and additional duties as required.