

PBA Training Portfolio Coordinator

Background and overview of the role:

The Partnership Brokers Association is seeking to **contract a Training Portfolio Coordinator (TPC)**. The successful candidate will have sophisticated and nuanced written, verbal, and interpersonal communication and managerial skills (in English), to underpin and support the success of the global PBA Training Portfolio.

The Partnership Brokers Association (PBA) is an international, not-for-profit organisation dedicated to enhancing the effectiveness and impact of multi-stakeholder collaboration. PBA's mission is to promote and support professional standards in partnership brokering and to advance the global understanding of effective partnerships.

PBA's training is in a growth and transition phase, as interest in in-person training is renewed post-COVID, along with demand for new offerings at different scale and price points, and opportunities for blended (online and offline) approaches. The environment is dynamic, and PBA seeks a TPC with excellent managerial and time management skills to help drive and administer the day-to-day management and success of this developing Portfolio.

The role requires supporting the globally-dispersed group of Authorised Practitioner Trainers (APTs) and trainers on the pathway to becoming authorised; and the training Community of Practice (CoP); and proactively promoting the training on digital and social media within a global context. There is also the need for strong attention to detail and IT skills – knowing when/how to use available technologies to maximise the efficiency and effectiveness of the portfolio. This could include:

- Managing a database of expressions of interest
- Developing course promotional and application materials
- Creating reports on the performance of the training portfolio (cohorts, participants, finances etc)
- Streamlining internal knowledge and data management systems
- Running a social media campaign and
- Developing and/or styling course guides and learning materials

PBA is currently launching a new website with an integrated learning platform and payment system for use by PBA's trainers. The TPC will lead the redesign and implementation of business processes to optimise the effectiveness, value and efficiency of these new platforms for customers, trainers and PBA.

PBA is also developing a new marketing and communications strategy, and redefining communication roles across the PBA. The TPC will play an important role in external and internal communications, particularly the proactive use of social media to creatively support and promote training. The TPC's digital and social media skills may also be called upon to support other aspects of PBA's work e.g. to promote events, disseminate papers or raise the

profile of other initiatives.

This job is a self-starting, self-managing role, reporting to the Training Portfolio Lead and working with the Trainers in the good management and success of all aspects of the Portfolio. It would suit someone who thrives on problem solving, who seeks engaging and dynamic work in a global setting, values flexibility in terms of when and how they attend to it, and would be able to commit to timely responsiveness, preferably on a daily basis. The job is a mixture of proactive, recurrent and responsive/adaptive to demand and interest.

Key Accountabilities:

Support the day-to-day management and success of the Training Portfolio by:

- Proactively supporting the Training Lead and trainers in the update, maintenance and accessibility of all training products and services. Keeping these up to date and archiving older materials to keep the Portfolio Folders appealing and easily navigable.
- Supporting PBA trainers/trainers on the pathway in their preparation and delivery of training services and products (including Advanced Practice) in a range of ways including developing promotional and application materials, certificates, alumni welcome emails, and feedback forms; supporting the updating of learning platforms; fielding enquiries and maintaining a database of expressions of interest and following up as relevant.
- Establishing then managing and maintaining, in collaboration with the Training Lead, trainers and other PBA administrators, the learning platform and payment system to meet the needs of individual trainers leading specific training cohorts, and PBA reporting needs.
- Managing and maintaining the training component of the PBA website - ensuring it is up to date and relevant, particularly the training calendar and event details, engaging with trainers as required to deliver the annual training plan.
- Providing high quality customer service to external audiences enquiring about training opportunities.
- Leading on the proactive promotion of the training suite across diverse channels and markets.
- Advising and supporting the Training Lead/team on the most fit for purpose suite of products and services – including researching opportunities and new approaches.
- Providing secretariat support to the Trainers COP annual in-person meeting and timetabling and supporting online COP meetings.
- Taking responsibility to maintain, establish or refine the administrative systems and processes underpinning the Portfolio, in collaboration with the PBA Coordinator and other Managers.
- Creating and producing regular reports on the performance of the training portfolio drawing from diverse databases, sources and financial information.
- Contributing to regular updates to trainers, Associates and Alumni through relevant communication channels (newsletters, presentations).
- Working collaboratively with the Managers of other PBA portfolios in the delivery of their work (as required) to ensure overall alignment and efficiency and effectiveness of effort.
- Other duties as required/negotiated with the Training Lead.

Selection Criteria:

Core capabilities – evidence of highly developed:

- **Management of Self e.g.,**
 - o Shows drive, time management skills and motivation
 - o An ability to self-reflect with a commitment to ongoing learning.
- **Administration e.g.,**
 - o Excellent proficiency in key applications currently used by PBA, including Excel, Powerpoint, Google Suite, Dropbox, Canva, Miro/Mural, Zoom, LinkedIn, LearnDash, Stripe, website CMS and email marketing
 - o Develops fit for purpose systems, processes and approaches to keep portfolio, budget, records in order and accessible.
- **Written, verbal, social media and interpersonal communication skills (English) e.g.,**
 - o Communicates clearly, actively listens to others and responds with understanding and respect.
 - o Demonstrates inclusive behaviour and shows respect for others' diverse backgrounds, experiences and perspectives.
 - o Deploys digital and social media campaigns to achieve results.
- **Commitment to participant/client service e.g.**
 - o Demonstrates high level of commitment to rapid turn-around times in communicating with internal and external stakeholders.
 - o Promotes a participant/client focused culture in their team and considers new ways of working to improve the participant/client experience of the PBA.
 - o Ensures systems are in place to capture participants'/organisations' insights to improve products and services (including from feedback received from all trainings).
- **Planning and prioritisation e.g.,**
 - o Considers the annual business plan objectives, budget forecasts and scheduling when prioritising own work and work with managers from other portfolios. Anticipates, identifies and addresses potential problems that may have an impact on delivering the business plan and/or the participant/client experience.
 - o Participates in and contributes to training portfolio/COP initiatives to resolve common issues and/or barriers
 - o Understands and applies effective planning, coordination and check methods.
- **Technology skills e.g.,**
 - o Identifies ways to use a broad range of technologies/social media channels to connect and collaborate with potential markets/clients.
 - o Identifies ways to maximise the value of the technologies available to achieve against the organisation goals/business plan and beyond.
- **Geographic location**
 - o Situated in the Asia-Pacific region, within the time zones spanning India to Australia, and able to undertake the above tasks while navigating the diverse time zones in which PBA core team, authorised trainers and their training participants

operate.

Essential Skills and Experience:

- Excellent communication and interpersonal skills
- Self-driven, flexible, self-starter who loves to offer service to and solve problems for their key stakeholders
- Proven experience in complex, remote administrative roles, preferably in a training context
- Highly proficient spoken and written English, including the ability to write clearly and succinctly. English is PBA's current core operating language.
- Familiarity with learning platforms (LMS) particularly LearnDash and payment systems (eg Stripe) and a wide range of other technologies
- Demonstrated ability to establish simple, efficient, streamlined, and automated systems for administration, knowledge and data management, and reporting
- Experience and interest in designing and conducting promotional social media campaigns
- Situated in the requested geographic zone and ability to work across global time zones

Desirable capabilities:

- Literacy in language/s other than English (PBA's current core operating language)
- Strong cross-cultural experience and know how
- Successful completion of Partnership Brokers Training (PBT)
- Available to work on a daily basis

Reporting Line: This role works with and reports to the Training Portfolio Lead.

Remuneration:

The role has a budget of GBP £22,080 per annum, and is offered on a contract basis from a UK registered organisation (PBA), subject to renewal. Invoicing is monthly or quarterly and payment is made within 14 days of receipt of countersigned timesheet and correctly presented invoice. The candidate will be responsible for their own taxes and legal liabilities under the laws of their country of residence.

How to apply:

If you are interested, please respond to the essential and desirable skills and experience with a cover note reflecting what most interests you about the role, along with your resume, **addressed to the PBA Training Portfolio Lead, Michelle Halse**. Please specifically outline the amount of time and daily rate you would allocate to this role, to ensure value for money and responsiveness to the demands of the role.

Your application should be received by **Sunday 10th November** by info@partnershipbrokers.org

We will aim to schedule remote interviews from 14th-19th November for shortlisted candidates. Immediate start preferred.