



# THE COLLEGE OF OPTOMETRISTS

## **Job Description**

<b>Job Title:</b>	Trainee Services Coordinator
<b>Department:</b>	Education
<b>Reports to:</b>	Scheme for Registration Manager
<b>Direct reports:</b>	N/A
<b>Key internal relationships:</b>	Director of Education Deputy Director of Education Scheme for Registration Manager Lead Assessor Examinations Manager Education Team Finance Team IT & Facilities Events and Marketing Policy and Strategy Member Services and Communications
<b>Key external relationships:</b>	Trainees Supervisors College Examiners College Assessors Key Employers (Multiples) Patient agency for Scheme for Registration UK Universities Association of Optometrists General Optical Council
<b>Key areas of influence:</b>	This role directly influences key areas including providing support to trainees, assessors, supervisors and the mystery patient company.

### **Purpose of the role:**

This role will provide support for trainees undertaking the Scheme for Registration. In particular, by using the CRM the role holder will be responsible for: ensuring good data management in line with GDPR; regular provision of accurate trainee data to and responding to queries from staff, assessors and trainees; as well as general administrative support. The role holder will be the main contact for key external stakeholders of the College and will be responsible for delivering a responsive, accurate service to them.

The Scheme for Registration plays an important part of the College and the role holder will be significantly involved in the administration of the key aspects of the trainee life cycle. They will support the delivery of an outstanding trainee experience which meets the learning and personal needs of our pre-registration.

## **Main Responsibilities:**

1. Support for Scheme for Registration Progression
  - Booking Stage 2 assessments and ensuring all parties receive email confirmation.
  - Overseeing the assessors booking system and assisting trainees with adhoc queries and operational duties.
  - Managing the trainee record systems in Microsoft Dynamics and maintaining data.
2. Key Stakeholder Management
  - Maintaining and building working relationships with key internal and external stakeholders.
  - Monitoring invoicing platform for the Scheme for Registration
  - Ensuring the NHS grants for practice Supervisors are sent in line with SLA.
3. Scheme for Registration Team Tasks
  - Support the Assessors and Lead Assessors with booking of assessments.
  - Monitoring Education.Help sub folders and personal inbox.
  - Handling online queries via CRM within the College SLA.
  - Maintaining and managing of trainees details on database.
4. General
  - Adhering to the General Data Protection Regulations (GDPR) and rules and guidance governing Scheme for Registration.
  - Any other duties or tasks as directed by Scheme for Registration Manager, Deputy Director or Director of Education.

## **Personal Specification**

### **Knowledge, Experience and Personal attributes**

#### **Essential:**

- The ability to prioritise duties, and seek clarification and guidance from Line Manager when faced with competing responsibilities.
- Experience of working with and meeting the needs of different stakeholders.
- Experience of handling and prioritising multiple workloads to meet deadlines.
- The ability to maintain information to a high standard of accuracy and completeness.
- Have the ability to communicate with and collaborate with people from a diverse range of cultural, educational and professional backgrounds.
- Excellent verbal and written English language communication skills.
- The ability to work as part of a team, demonstrating flexibility, commitment to achieving challenging tasks and a strong team ethos.

#### **Desirable:**

- The ability to use office applications including Microsoft Dynamics
- Good understanding of the importance of file management (electronic files)
- Working in the not-for-profit or education sectors
- Relevant professional qualifications or equivalent

- Managing trainee database
- Providing support in keeping up with new processes in a changing environment.

## Person Specification

### Essential Attributes

Qualifications - Educated to GCSE Standard.  
Experience of working in a busy office environment.

### Knowledge and Skills

Good organisational and administrative skills, with the ability to meet deadlines.  
Excellent communication (written and verbal) skills.  
High levels of numeracy and literacy.  
Competent user of IT with the ability to use Word and Excel.

### Other Requirements

Ability to maintain confidentiality and deal sensitively with related issues and individuals with tact, diplomacy and discretion.  
Enthusiasm and initiative – along with the ability to be calm and efficient under pressure.  
Excellent interpersonal skills and an ability to develop and maintain effective working relationships with all stakeholders.  
Ability to work independently, manage time effectively and prioritise workload.  
Ability to contribute as a team player.  
Flexibility and a willingness to work outside the normal working patterns when required.  
Good sense of humour.

### Additional Information

Working hours including any flexible hours and hybrid working available.

### Equal Opportunities and Inclusion

The College is committed to providing equal opportunities in employment and to avoiding unlawful discrimination.

### Our values



				
We act with integrity and transparency	We listen and we learn	We demonstrate respect and professionalism	We achieve high quality	We champion diversity and inclusion

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