

# Job Description



<b>Job Title:</b>	<b>TRAINING ACADEMY AND SERVICES FACILITATOR</b>
<b>Reports to:</b>	Category Manager - Training Academy and Services
<b>Grade:</b>	Grade 6
<b>Date:</b>	August 2024

## 1. Job Purpose

Reporting to the Category Manager – Training Academy and Services, this role is integral to the new Training team, which will help customers to develop their own procurement teams and wider business areas. The development and delivery of YPO’s training products and services is key to future growth and development of customer relationships.

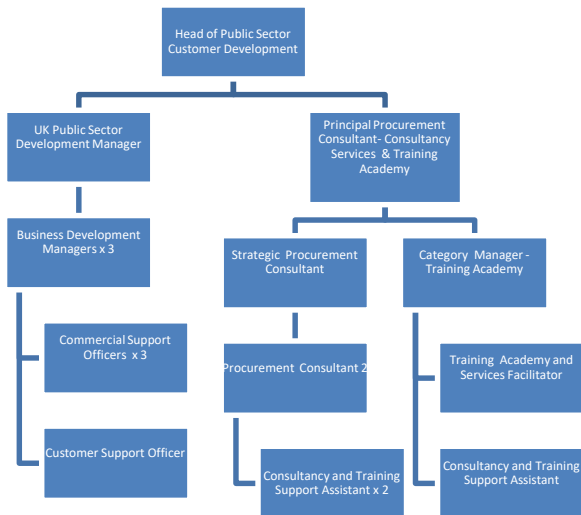
The postholder will support the Category Manager in helping to develop the YPO training products, helping to research the market and identify new opportunities, both for training which YPO can deliver directly and for the development of wider solutions to service the public sector. There will be a small degree of input into the development of the new training products, and for the delivery of the products to customers, which may include direct delivery of training courses. The role also involves general support to the ongoing operation of the service, to generate new revenue streams for YPO.

The role will internally collaborate with other YPO departments to ensure that new opportunities, learning, and best practice are maximised, as part of a process of ongoing continuous improvement.

This role will support the Category Manager in delivering an end-to-end category management approach. This may include supporting operational procurement requirements, such as (not exhaustive) running procurements in compliance with Procurement Act 2023, managing supplier performance, administrative and project work.

This role will also support relationships with stakeholders, both internally and externally, assisting in the implementation of strategies for growth and expansion.

## 2. Organisational Structure



### 3. Dimensions

The Training Academy Lead will be responsible for assisting the Category Manager to develop and implement large-scale training managed services and state-of-the-art learning experience platforms.

The Training Academy Lead will work closely with the Category Manager and wider stakeholders to promote the Training Academy and Services solutions.

Financial – no direct budget control but does have contributory accountability to ensure accurate record keeping and provision of information. Staff management – none.

### 4. Principal Accountabilities

- Carry out research into the Training market to help the Category Manager to understand the competitor's offer, course content and pricing levels.
- To assist the Category Manager in the development of the portfolio of YPO training products, providing a mix of buying, research and administrative support to enable the Category Manager to focus on the strategic challenges.
- To proactively contribute to the commercial procurement agenda of the category.
- Help to coordinate the delivery of the training products, helping set-up training spaces, plan and communicate sessions, ensure paperwork is complete.
- To engage with customers and build relationships that help to deliver repeat business with YPO and improve customer satisfaction.
- Work with the Category Manager to ensure that effective systems are in place to manage, monitor, evaluate and review supplier performance.
- To support the day-to-day operations of the Category, from inputting data to preparing for supplier performance reviews

- Commercial – to assist in the delivery of the commercial targets set for the Training team.
- Keep up to date with training and development opportunities appropriate to maintaining and developing professional service standards.
- Engage with Customers and assist with the marketing of the YPO Training Academy and wider services portfolio
- To provide support, advice and assistance to Contracting Authorities wishing to use the category solutions, including direct training offers from YPO and the wider portfolio of Framework (or similar) vehicles.
- To produce meeting notes as required and highlight any relevant feedback to the Category Manager and Principal Procurement Consultant.
- To develop and maintain effective relationships with key partners, service providers, stakeholders, colleagues. and clients to support business needs.
- Undertake project work as required by the Category Manager and Principal Procurement Consultant
- Support the planning and delivery of customer engagement activity including working collaboratively with internal colleagues.
- To act in accordance with relevant legislation
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

## 5. Planning and Organising

The postholder will:

Demonstrate a good level of planning and organisational skills to ensure work is delivered effectively and that officers and elected members are provided with the information they need on time.

A commitment to delivering an excellent client experience when supporting projects.

Demonstrate a level of procurement expertise, supporting contracting processes, supplier performance management, supplier reviews and buying opportunities.

## 6. Decision Making

The role will support the Category Manager, with most decisions to be referred to the Category Manager or a senior officer if necessary. The role will be expected to deliver accurate information and make minor decisions, such as prioritising operational issues to support the overall Category Strategy

## 7. Internal and External Relationships

Public Sector customer base – both principal stakeholders and project-based contacts.

External relationships -with agencies, training providers, customers and suppliers.

Internal relationships with Contracts Officers, Category Buyers, Category Managers and colleagues in marketing.

Communicate: written and verbal communication both internal and external at all levels and across a range of professions and disciplines to assist in developing the YPO service.

## 8. Knowledge, Skills, and Experience

Area	Essential	Desirable	Assessment
<b>Knowledge</b>			
Educated to NVQ level 3 or equivalent experience in a similar role.	x		Application Form
An understanding of what excellent customer care looks like and how that would apply to this role.	x		Application Form/Interview
The ability to use Microsoft Office – Word, Excel, PowerPoint, Outlook, and SharePoint.	x		Application Form/Interview
Knowledge of the how the UK public sector works generally, and how the training industry works.		x	Application Form/Interview
An awareness of public sector purchasing organisations and the current social, economic, legislative and political environment in which they operate		x	Application Form/Interview
<b>Skills</b>			
Ability to build and maintain effective relationships with both key internal and external stakeholders.	x		Application Form/Interview
Ability to research, analyse and understand data and draw conclusions/establish appropriate course of action.	x		Application Form/Interview
Proficient in administration and MS Office, including Microsoft Word, Excel and PowerPoint, Outlook, and SharePoint.	x		Application Form
Effective communication and interpersonal skills with the ability to communicate to appropriate audiences.	x		Application Form/Interview

Ability to work on own initiative and/or effectively within a team.	x		Application Form/Interview
Ability to organise and prioritise workload to meet set deadline and targets.	x		Application Form/Interview
Ability to develop and implement effective systems of performance management and measurement		x	Application Form/Interview
<b>Experience</b>			
Experience of maintaining accurate records & data.	x		Application Form/Interview.
Experience of working in the UK public sector.		x	Application Form/Interview.
Experience of working in a training environment.		x	Application Form/Interview.
Experience of working in a procurement or supply chain role		x	Application Form/Interview

## 9. Special Features

This is a supporting role in a small team where everyone has a contribution to make to ensure the department is successful in meeting its objectives.

The job holder will be expected to efficiently do their job but also contribute to the continuous improvement culture and in line with YPO values.

The post holder will be expected to flag up, with the line manager, any administrative processes that could be streamlined with ideas on how things could be improved.

**Jobholder Signature:**

**Manager Signature:**

**Date:**