

## ROLE DESCRIPTION



**Role title:** Professional Development Coordinator

**Team:** Continuing Professional Development (CPD)

**Directorate:** Recruitment, Membership and Democratic Services

**Date:** June 2025

**Reports to:** National Professional Development Manager

### **Role purpose** (why the job exists and its contribution)

To provide central logistical support and event co-ordination within the Continuing Professional Development Team, including enquiry management and day-to-day organisation, promotion, delivery and evaluation of the union's CPD programme and provision.

### **Key responsibilities** (the key areas of the role holder's work)

1. Provide a central point of logistical co-ordination and support for the provision of the CPD programme of events, both online and in person, including timely and effective:
  - a) co-ordination of registration, set-up and evaluation for online events
  - b) confirmation of venue bookings and contracts, including accommodation, access, refreshment and dietary requirements
  - c) printing and delivery of course materials and resources to course venues and online participants as required both pre and post event
  - d) arrangements for team meetings and tutor/provider briefings
  - e) generating and processing course delegate correspondence
  - f) day-to-day management of budget systems to process, record and report expenses, fees and invoices
  - g) coordination of course publicity and promotion, paper-based and online, including managing, creating and updating content for the CPD team's social media accounts
2. Provide the first point of contact for all enquiries from members, reps and officers by telephone, email, web or social media, about the union's CPD programme ensuring that all enquiries are handled in a timely, efficient and professional manner.
3. Maintain established systems of quality assurance and course monitoring and evaluation mechanisms, extracting data from the union's CRM and other relevant systems (e.g. digital platforms) to produce clear and concise reports to assist with robust project review, evaluation and improvement of the CPD programme.

4. Provide timely administrative support to all Executive committees and forum to which the National PD Manager provides reports.
5. Deliver front-of-house administration at in person and online CPD courses and events, providing professional and efficient face-to-face liaison with members, activists and staff at all times.
6. Work collaboratively with directorate colleagues to manage peak periods of work e.g. tasks associated with arranging CPD sessions at annual conference.
7. To undertake other relevant responsibilities as reasonably requested.

### How the National Education Union works

*These principles set out the culture and approach of the NEU.*

The role holder:

Models professionalism and integrity and acts in accordance with the NEU values

Supports the democratic processes

Demonstrates a fair and consistent approach to people management

Promotes an organising culture across the union

Works collaboratively and empowers others

Is committed to innovation, learning and continuous improvement of working practices, organisational culture and resources.

Adopts a proactive and flexible approach

### Key relationships

*These are the main working relationships that the role holder will develop.*

| Person(s)                                                         | Nature                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>National Professional Development Manager</b>                  | The role holder is line-managed by the National Professional Development Manager                                                                                                                                                          |
| <b>Professional Development Team</b>                              | The role holder will work collaboratively with other members of the department to provide central logistical support and event co-ordination for the effective organisation and delivery of the union's CPD programme.                    |
| <b>Recruitment Membership and Democratic Services Directorate</b> | The role holder will work collaboratively with other members of the Directorate, to ensure the National Education Union takes every opportunity to recruit, engage, develop and retain members and representatives.                       |
| <b>Other directorates, the regions and Wales</b>                  | The role holder will liaise with other directorates, the regions and Wales to promote member engagement via union learning.                                                                                                               |
| <b>Lay officers, activists and members</b>                        | The role holder will be the first point of contact all enquiries by telephone, email, web or social media in relation to the CPD programme and will ensure that all enquiries are handled in a timely, efficient and professional manner. |

|                                                    |                                                                                                                                                                                    |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Recruitment &amp; Retention team</b>            | The role holder will collaborate with the R&R team to support the recruitment and retention of Early Career Teachers (ECTs) and student/trainee members.                           |
| <b>Communications, Data &amp; CRM and IT teams</b> | The role holder will liaise with the Communications, Data & CRM and IT teams regarding member recruitment communications, updating member data and digital platform administration |
| <b>Finance Department</b>                          | The role holder will liaise with the Finance Department to ensure the processing of payments and expenses claims.                                                                  |

## **Demonstrable key skills, knowledge and experience**

*The role holder must be able to demonstrate these capabilities to fulfil the role to a satisfactory standard.*

### **Qualifications**

- Good literacy and developed numeracy skills

### **Resource management & Planning**

- Ability to maintain accurate and effective paper and electronic filing and data management systems;
- Good planning and organisational skills;

### **Thinking challenge**

- Ability to evaluate information quickly in order to respond effectively to a range of enquiries, within established guidelines;
- Ability to work on own initiative within agreed parameters;
- The ability to remain calm and think clearly under pressure;

### **Communication**

- Communication skills, including active listening skills, and the ability to relate to a range of people;
- Ability to deal with callers/visitors in an approachable, professional, and efficient manner;
- Clear and professional telephone manner;
- Ability to write clearly and concisely;
- Experience of producing accurate meeting notes;
- Ability to deal confidently with sensitive or challenging situations;

### **Operational delivery**

- Strong experience of establishing and maintaining effective event management systems, both manual and electronic;
- Ability to work pro-actively and independently within agreed parameters, whilst also contributing as an effective team member;
- Proven focus on stakeholder/customer service;
- High standard of attention to detail and accuracy;

- Good numeracy skills and the ability to operate a budget management system;
- Good administrative and office skills;
- Excellent IT skills including Microsoft Office Suite and a good working knowledge of a CRM and/or event management systems;
- Familiarity with the effective use of social media platforms for promotional purposes

## **Additional**

### **Work demands**

- The ability to meet agreed deadlines;
- The role holder will occasionally be required to work at weekends and in the evenings as necessary for the performance of the role;
- The requirement to travel to attend regular activities, conferences and meetings away from the normal place of work, which will involve stays away from home. These will be locally, regionally, and nationally.

### **Additional relevant requirements**

- An understanding of and commitment to the NEU's objectives to promote equality and oppose unfair treatment
- Is committed to the trade union movement and to the role of education unions in particular
- The requirement to undertake professional development and training as necessary for the performance of the role.

This role description will be kept under review and can be adapted to meet the changing needs of the National Education Union, subject to appropriate consultation.