

## Training/Event Coordinator

<b>RESPONSIBLE TO:</b>	CEO
<b>SALARY RANGE:</b>	£18k-£26k pro-rata
<b>HOURS:</b>	15 hours over 2 days. In-person and remote working
<b>LOCATION:</b>	Suite 103, Davina House, 137-149 Goswell Road, London EC1V 7ET

### OVERVIEW OF HOARDINGUK

HUK is the only UK wide charity solely dedicated to supporting people impacted by hoarding behaviour. Hoarding Disorder is a complex, comorbid mental health condition which affects 2 to 5% of the population and their families. Those we support are from the most vulnerable or marginalised communities and a high number have other complex disorders or disabilities.

HUK promotes CHOICE and CONTROL using a holistic, integrated framework to provide a safe space for those at risk and to advocate for their legal rights. HUK is not a decluttering service, nor does it promote and provide such services. We are a small charity supporting a big issue undergoing a period of positive change. We need a leader who has a passion to drive systemic change.

### MAIN PURPOSE OF THE ROLE

We are seeking a Training/Events Coordinator to assist with the sales, delivery and implementation of our training and events program. You will have office administration experience and, be dynamic, well organised and have excellent communication skills.

The key role of the Training/Events Coordinator is to work closely with the Training Team and other staff to deliver the scheduled training program. This includes coordinating the day-to-day planning and all communications and administration with commissioners and trainees (from enquiry through to post course follow up).

The Training/Events Coordinator plays a vital role in updating other teams across HUK training events, ensuring cross-team collaboration, staff involvement and representation at our training events.

### KEY RESPONSIBILITIES

- Set up and support the delivery of online training courses
- Answer e-mail and phone enquiries about scheduled training courses and forward e-mail and phone enquiries about other services
- Promoting and the distribution of promotional material related to the training. Specific tasks to include coordinating the day-to-day administration and coordination of the scheduled face-to-face and online training courses
- Be the first point of contact for enquiries
- Manage all applications from the initial enquiry stage to participation and follow-up, ensuring high quality of service delivery and responsiveness to client/participant needs
- Provide support on filing, organising & archiving training materials
- Process the evaluations of courses

- Assist with any other tasks required to support the training department in terms of scheduled courses
- Set up and support the delivery of online courses
- Liaise with trainers and participants to provide logistical and technical support before, during and after the online learning course
- Support trainers with formatting and branding of materials
- Support tailor-made training courses that have an online component

### **QUALIFICATIONS, COMPETENCIES, AND EXPERIENCE**

- Relevant work experience
- Excellent IT and formatting skills (Microsoft Office)
- Customer service, interpersonal and communication skills
- Ability to work under pressure, to multi-task and prioritise
- Ability to work as part of a team and on your own initiative
- Problem solving and decision-making skills
- Efficient and organised with good attention to detail
- Experience in promoting events such as seminars, workshops, or conferences
- Experience with Teams or Zoom

### **INTERVIEW AND ASSESSMENT INFORMATION**

If you need any support with the application or interview process, please let us know. We provide help as needed. Applicants will not be negatively assessed if they ask for support.

We welcome applications from people who demonstrate strong leadership and management skills. People with lived experience of hoarding behaviour, and experience of accessing mental health services, are encouraged to apply. This is an exciting opportunity for someone enthusiastic and energetic to advance their career in our sector.

To apply please email [info@hoardinguk.org](mailto:info@hoardinguk.org) with cv and a covering letter stating why you would like to apply for the role.