

YMCA Fitness Industry Training

Resource Coordinator

Job Description

Reporting To: Programme Manager

Responsible for: No formal line management responsibility.

Evaluated Grade: D

Hours of Work: 40 Hours

Job Purpose:

Responsible for the management and coordination of YMCAfit's printing and fulfilment contract. Ensure all resources are ordered and are delivered in order to meet the resource requirements for the Core Programme, Work Based Learning schemes and designated Projects.

Organisational Context:

Central YMCA comprises five component operations. Central YMCA Club; Central YMCA Qualifications; One KX; and Y Touring Theatre Company operate directly through the Charity and YMCA Fitness Industry Training (YMCAfit) operates through a subsidiary charity, London Central YMCA Ltd. The Charity's mission is delivered predominantly within health, fitness, education and creative arts sectors and is to "provide, inspiration, education and opportunities for health in mind, body and spirit".

YMCA Fitness Industry Training is an Operation of London Central YMCA Ltd., a registered charity. It provides education and training in fitness, exercise and activity for health and operates within a complex, dynamic and highly competitive industry. It runs a range of training programmes for both individuals and companies in the public and private sector.

The post forms part of Programme team, responsible for the effective planning and set up of all programmes and assessments.

Scope and Limits of Authority

- Responsible for the printing and fulfilment budget to the value of £150,000
- Signing invoices to the value of £5,000 within agreed budgets.
- Negotiate any bespoke printing requirements outside of contract.
- Ordering tutor and student packs and manuals within budget requirements.

Duties and Responsibilities:

Resource Ordering

- Responsible for the daily converting, filtering and merging of student database information into an appropriate format for the printers.
- Develop, maintain and audit the content of tutor packs, start packs and other information sent out from the printers.
- Order resources required for designated projects, work based learning schemes and In house courses ensuring compliance with any specific contract requirements.
- Order resources to meet learners' individual needs responding to requests from the Student Support team.
- Order printed resources for the YMCAfit office, ensuring stock levels are maintained.
- Ensure resources are ordered from external suppliers to enable the printer to meet additional YMCAfit requirements.

Systems

- Liaise with Curriculum Team to ensure the correct resource and versions are used by the printer.
- Contribute to the development and maintenance of the curriculum content management system.
- Liaise with relevant teams to ensure resources are in place and on time.
- Ensure internal ordering systems are developed, implemented and maintained.
- Undertake regular audits and updates of relevant paperwork.
- Ensure all Standard Operating Procedures relating to resources are written, implemented and maintained.
- Liaise with Marketing Manager to ensure that student packs meet the company's design and brand requirements.
- Liaise with work based learning team to confirm resource requirements
- Ensure course registers and final plan summary sheets are included in relevant tutor packs.
- Responsible for designing and implementing new paperwork including scanner compatible forms using MS Word and appropriate scanning software.
- Responsible for ensuring all resources within area of responsibility are proofed and signed off before printing.

Printing contract

- Manage the day to day running of the printing and fulfilment contract, escalating any issues to the Line Manager.
- Responsible for the quality of all day to day activities within the contract
- Responsible for resolving any issues, providing solutions and implementing any system changes, escalating any issues AS required.
- Responsible for collating annual print budget, monitoring and highlighting any trends.

Customer Care

- Coordinate with internal and external customers to update information on any changes to resources
- Develop and maintain good working relationships with venue staff and tutors.

- Liaise with venue staff regarding the receipt and storage of resources and inform tutors of their location.
- Produce clear information, advice and guidance for student start packs and ensure that these and the content of tutor packs are correct before despatch from printers.
- Give information, advice and guidance to students on resource related issues.
- Be available at key times (start of courses, early mornings... including weekends) to ensure students and tutors are supported.
- Proactively develop and maintain the highest standards of customer care in all areas of responsibility.
- Be fully conversant with the database system in order to access relevant information and update as required.
- Ensure all systems, procedures and record keeping meet internal quality and external body requirements.

Relationships

- Maintain effective communication at all times, ensuring that all information is shared with relevant staff.
- Develop and maintain professional working relationships with all Charity personnel.
- Provide regular feedback to your line manager ensuring they are advised of all developments and problems within your areas of responsibility.
- Act at all times in the best interests of the Charity to further good public and community relationships.
- Ensure that health and safety standards are maintained at all times. Advise the Health and Safety Representatives of potential risk areas.

Self Development

- Conduct a continual review of personal performance, seeking to improve effectiveness both individually and as a team member.
- Assist in the identification of personal training and development needs in relation to your duties and ensure these are fulfilled in line with YMCA Fitness Industry Training's business objectives.
- Understand and work towards individual, team and business objectives.

General

- Ensure that all correspondence and paperwork adheres to the house style.
- Assist other teams in busy times.
- Ensure that health and safety standards are maintained at all times. Advise the Health and Safety Representatives of potential risk areas.
- Review systems, recommend and contribute to the implementation of changes as necessary.

This Job Description is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of Charity.

Resource Coordinator

Person Specification

We want candidates who can demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having any direct previous experience of the job content. If you are short listed, we will be looking for evidence of all of the key competencies during the selection process.

<ul style="list-style-type: none">▪ Customer focus and managing diversity▪ Project and resources management▪ Setting up systems▪ Building effective external relationships▪ Problem-solving and decision-making▪ Analysing and interpreting written and numerical information▪ Proactivity and initiative	<ul style="list-style-type: none">▪ Creativity and innovation▪ Communication▪ Managing self and relationships with others▪ Team working and co-operation▪ Negotiating and influencing▪ Personal effectiveness▪ Expertise
---	--

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the CV covering letter to demonstrate your capabilities in relation to each of the criteria listed in Sections 1, 2 and 3 below (addressing each point in order).

1. Qualifications and Previous Experience

1.1 NVQ Level 2 or equivalent experience

1.2 Experience of working in a quality driven, customer focus environment

2. Special Knowledge and Job Requirements

2.1 Ability to manage resources and budgets

2.2 Analytical and creative approach to problem solving and ability to assess the impact of issues

2.3 Experience of developing and implementing systems

2.4 Ability to multi-task and determine priorities within a busy work schedule and negotiate workloads as part of a wider team

2.5 Ability to take tasks through to completion with excellent attention to detail

2.6 Excellent interpersonal skills and the ability to interact confidently and effectively with internal and external customers

2.7 IT literate – intermediate/advanced knowledge of MS Office and understanding of databases

3. Additional Job Requirements

3.1 Be available at key times (start or courses, early mornings... including weekends)