

Job Description: Course Co-ordinator

About Advanced Life Support Group (ALSG)

ALSG is a UK-based charity that develops and provides training courses for clinicians and allied health professionals. Our journey started in 1990, born from a need to improve outcomes in emergency medical situations by standardising training and response protocols for healthcare professionals. Now operating in 44 countries over five continents, ALSG delivers high-quality education for healthcare professionals to improve patient outcomes and save lives.

Department	Operations
Reports into	Director of Operations
Location	Hybrid
Working hours	Full time – 37.5 hours
Salary	TBC

About the role

Reporting to the Director of Operations, the Course Co-ordinator role is central to ALSG in Salford. They have overall responsibility for the management, quality, and smooth delivery of a portfolio of courses run at ALSG and off base (UK and overseas). Part of a wider co-ordinating team, the role will include the recruitment of faculty and candidates, pre and post course administrative tasks, being on site and co-ordinating courses in line with regulations, leading continuous improvements to enhance overall learning and sharing responsibility for the training centre kit, course materials, teaching space and overall maintenance.

Key Role Responsibilities:

- All pre and post course administrative tasks
- Recruitment of faculty and candidates to full capacity, in line with course regulations
- Responsible for checking course kit, course set up and close down
- Managing faculty accommodation
- Delivering courses held at ALSG in line with regulations and taking ownership for co-ordinating on course days
- Delivering courses held off base in line with regulations and taking ownership for co-ordinating on course days
- Taking responsibility for re-sit candidates during course days
- Reporting to the Director of Operations to meet requirements of the business plan and individual progress plans
- Identify knowledge gaps, accept coaching and mentoring, to maintain quality and standards of course delivery
- Represent ALSG at conferences and events to promote visibility and develop networks
- Actively collaborate and communicate within the co-ordinator team to ensure courses are run efficiently and to the highest standard
- Proactively communicate with the Director of Operations, the co-ordinator team and the wider ALSG team to keep open dialogue throughout the organisation

- Participate in continuous process improvements, both technical and non-technical
- Inform requirements for the stock of books and consumables
- Keep abreast of new technology and equipment for courses
- Visit other ALSG centres to build relationships, provide support and maintain standards
- Support the development team with updating of course materials when required
- Support task and finish groups as required
- Understand and comply with all policies and procedures

Candidate Requirements

Attributes	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • How to run a course/event • Organisation and time management • Conflict and relationship management during events 	<ul style="list-style-type: none"> • Knowledge of simulation training • Experience of working in the charitable sector • Organisation of events
Technical skills	<ul style="list-style-type: none"> • IT, including knowledge of Microsoft and other software packages, financial reporting. • Knowledge of GDPR and information security practices • Knowledge of maintaining manikins and course equipment 	<ul style="list-style-type: none"> • Bespoke scheduling tools • Invoice system
General skills/traits	<ul style="list-style-type: none"> • Excellent written and verbal communication • Commercial awareness and third sector acumen • Committed to achievement of high standards and dedicated to stakeholders • Ability to remain calm, considered and focused under pressure • High degree of professional integrity • Good attention to detail; able to identify, analyse, interpret and correct inconsistencies or irregularities • Positive and energetic approach towards work. • Deadline-focused • Works with the application of a 'continuous improvement' philosophy • Behaviours underpinning our company values including EDI 	
Experience	Some relevant event experience	Five years previous course/event experience of running multiple events
Qualifications	A- level education, or equivalent	Project management
Working environment	Capable of working in high stakeholder demand environments, within agreed deadlines	Hybrid working/office working