

## Job Profile Information: CPD Support Officer

This supplementary information for CPD Support Officer is for guidance for Job Level 3 Zone 1

### Camden Way Category 3

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### Role Purpose:

The CPD Support Officer will support the delivery of Camden Learning's continuous professional development (CPD) offer to Camden's schools and other customers and stakeholders. They will provide high quality and proactive administrative, organisation and customer service support across the whole of Camden Learning, to its members and other customers and stakeholders. The post holder will work collaboratively with the Managing Director, all members of the Business Operations Team, School Improvement Team, STEAM and Partnerships Team, Camden's schools, Camden Council's school facing teams, and all other stakeholders. The post holder will proactively assist with and implement the planning and delivery of the Camden Learning CPD offer to Camden's schools and other customers. They will contribute fully to service improvements, developments, policy and best practice, and support quality assurance processes for the CPD offer provided to Camden schools, customers and stakeholders. They will need to work independently in a fast-paced, complex environment, making decisions where appropriate and ensuring the effective use of the underpinning technology to provide excellent customer service to customers across Camden's schools.

#### Example outcomes or objectives that this role will deliver:

The CPD Support Officer will:

- **Business Support:** undertake business support duties i.e. processing online and offline customer enquiries and bookings, processing spreadsheets, maintaining centralised distribution lists, photocopying and scanning and emailing documents.
- **Projects and events:** provide support as required for the development of CPD processes, Camden Learning events and conferences.
- **Reporting:** support reviews and analysis of data regarding the CPD offer (such as feedback, prices, popularity of courses), including compiling and presenting complex reports to meet specific business requirements and to inform decision making.

- **Commissioning:** support the Chief Operating Officer with the annual process of commissioning a CPD programme that is informed by the requirements of schools and that utilises wherever possible the skills, knowledge and facilities within schools for the delivery of sessions, by providing all required information from previous years and maintaining the systems and processes that support effective commissioning.
- **Feedback and evaluation:** undertake the collation of feedback from delegates and communicate it regularly to course leaders and as required to the Chief Operating Officer and others in order that the analysis can be used to inform the development, delivery and improvement of the CPD programme. Provide the necessary information to course leaders to enable them to collect feedback and follow up with them when feedback is not provided in order to ensure it is embedded in standard practice.
- **Marketing:** liaise with the Communications & Marketing Manager to ensure that the CPD programme is marketed appropriately in order to maximise attendance from schools and proactively take steps to identify courses/events that need additional marketing.
- **Customer service:** provide excellent customer service to schools and other customers at all stages of the process, whether they are attending, hosting or delivering sessions; features of which would include regular and clear communication, both proactive and responsive. This requires a high degree of independent operation, and decision making at a fast pace and in a complex environment.
- **Administration:** administer the administrative processes for the CPD programme, including: reviewing and agreeing SLAs and payments for Venue Hire, Course Delivery and Co-Facilitation, and the Commissioning Template ensuring that all are completed, signed, received, filed and communicated appropriately, and that all recording/management systems are updated with the most recent information.
- **Payments:** act proactively and in line with the SLAs and other processes to ensure that any cancellation decisions are made without incurring cancellation fees, and that all payments are made to schools in a timely manner and accurately in line with agreements, liaising with the Chief Operating Officer and Finance Business Partner as required.
- **Venues:** support the Chief Operating Officer to determine appropriate venues for the delivery of the CPD offer, making use of Camden schools wherever possible and maintaining up to date information on all venue schools, communicating this to Course Leaders and others as required, and facilitate excellent communication between Course Leaders and venue schools.
- **Engagement:** with key school and supplier contacts, foster positive working relationships with relevant key contacts and stakeholders and provide them with excellent, proactive, responsive customer support.

#### **People Management Responsibilities:**

No line management responsibility.

#### **Relationships:**

The post holder will be responsible for cultivating and maintaining excellent working relationships with internal and external stakeholders at varying levels of seniority including the following:

- Internal members of staff across the whole of Camden Learning and with school facing teams within Camden Council who deliver CPD to school staff
- School staff across Camden's schools both as customers and as
- External partners such as Ofsted, DfE, Diocese, external CPD providers, external venues, and other organisations
- External customers
- The post holder will operate as the first point of contact with Camden Learning for staff in schools and other external customers making CPD bookings and enquiries and must provide them with excellent, proactive customer service.

**Work Environment:**

The post holder will be based in 5 Pancras Square but may need to attend meetings at various other Camden offices.

**Qualification Requirement:**

**Essential:**

Educated to Degree Level or possess significant equivalent experience in a similar post

**Technical Knowledge and Experience:**

- Ability to operate independently, making decisions and judgements in the context of a complex role identifying CPD requirements;
- Excellent knowledge of the approach to continuous professional development for schools and education;
- Excellent knowledge of IT systems for management of bookings, communications and administration;
- Ability to create comprehensive, written practical plans that meet business priorities and have a noticeable outcome;
- Significant experience of working in either a school's business support or learning environment;
- Ability to deliver high level customer service to customers across Camden's schools, external providers, and internal teams;
- Demonstrates a high level of interpersonal skills, written and verbal communication skills, and proven experience of building good working relationships with customers, colleagues and other stakeholders.
- Good personal management skills, acting positively, proactively, flexibly and constructively, bringing energy and focus to the work of the team;
- Experience of organising events and conferences;

- Excellent personal and office organisational skills, including prioritisation;
- Methodically approaches a large workload and ability to provide accurate work that meets tight deadlines;
- Generates innovative ideas and practical solutions for service initiatives, improvement and partnership opportunities;
- Evidence of strong customer service ethos and a clear understanding of the link to working in a school's environment;
- Communicate clearly and appropriately with colleagues;
- Have high expectations and aspirations for children and young people;
- Strive to continue learning from and contributing to the best educational practice;
- Promote joint working across Camden Learning and the Council to achieve the best outcomes for children and young people;
- Demonstrate a commitment to their own personal and professional development and to developing and coaching others;
- Adhere to Camden Learning's policies on equal opportunities and be responsible for the promotion of these policies in every area of work;
- Keep up-to-date with policy and practice related to keeping children safe in education and be proactive in ensuring it is implemented;
- Champion diversity and equality in all aspects of service delivery and people management;
- Commit to the well-being of staff and actively promote Camden Learning's Health & Safety policies;
- Carry out any other duties commensurate with the grade of the post, as may be required from time to time, including attending meetings outside of normal working hours.

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

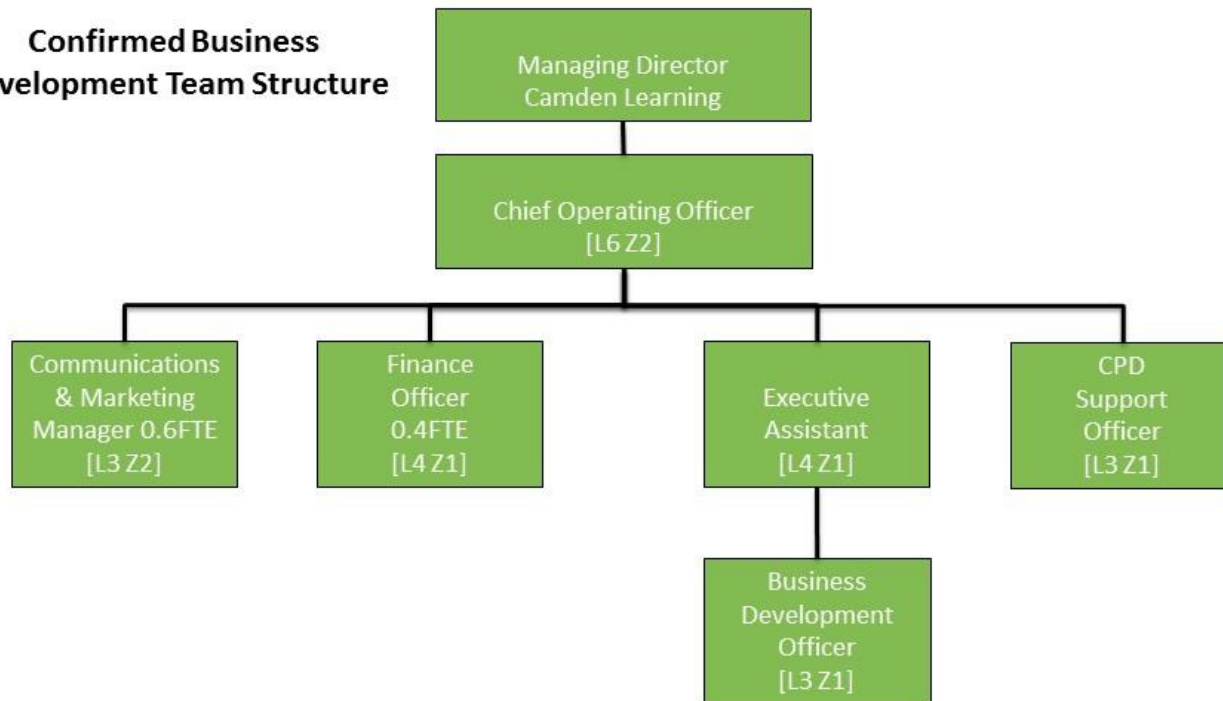
The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

## Structure Chart

### Confirmed Business Development Team Structure



Orange roles are agency staff  
or external consultants