**Course Administration Team leader**

**Vacancy**

Cogent has an exciting opportunity for a Course Administration Team Leader in the Commercial courses delivery and consultancy business unit. You will lead a successful team that is responsible for providing a first-class administration service relating to the delivery of Cogent Skills courses. You will be responsible for managing the provision of high-quality services to your colleagues and to all customers and stakeholders whilst also supporting us to ensure we uphold efficient & effective processes for course organisation, delivery and attendance in line with our company targets.

\*Course or education administration experience is essential for this role.

\*All applicants must have the right to work in the UK at the point of application. We are not currently able to provide visa sponsorship for this role."

**This position is full time and based in Newton Aycliffe**

**Remuneration Package**

• Salary approximately £29,000 per annum dependent on experience, increasing by £1,000 per annum on successful probationary period

• Pension – employer contribution 6%

• Life Assurance

• 28 days holiday plus 8 bank holidays (FTE)

• Birthday off work

• Opportunity to buy-back 5 extra days annual leave (FTE)

• Optional Private Health Care package

• Hybrid working with the requirement to be in the Newton Aycliffe office 4 days per week

• Employee Assistance Programme

• Bonus Scheme

• Aspire Values Award Scheme

• Annual Values Awards

• Long Service Awards

• Annual Company Events

• Gym Discount

• Access to Training & Development Opportunities

Key Accountabilities

* To lead the course Admin team to ensure the smooth booking and administration of courses, reviews and events, through coordination of; collection of course booking documents, organising course delivery dates with customers/ trainers; sourcing and booking trainers and venues; organising production and delivery of course materials; collecting and storing feedback and ensuring that delegates and trainers have all the information they need before, during and after the course.
* To manage the team to provide first line customer service to customers who are booking courses and to associates who are delivering courses through answering queries, concerns and complaints in a timely basis and in line with best practice.
* Coordinate the enrollment of course delegates on Cogent’s post course online assessment system and/ or qualification enrollment system and produce & support the dissemination of the reports on delegates progress.
* To ensure that the CRM and sales reports are kept up to date with information on each course booking
* To coordinate course materials for relevant Cogent courses to be at the appropriate venues on a timely basis by implementing and following good course admin processes for you and the team.
* To ensure that all course materials that are sent by the team meet branding and quality requirements.
* To work with the quality and delivery manager to ensure that all course admin processes are fit for purpose and manageable and to ensure the smooth development and handover of new processes for new products from course development team to the admin team
* Oversee the management of course stationary and associated replenishments to ensure that we deliver a high quality service.
* To ensure that all course venues that are booked by the team are to a suitable standard and oversee sourcing new venues if required.
* To ensure that systems are in place and are being followed for the delivery of course materials, booking of venues and trainers for courses and gathering in timely payments from customers.
* To organise the collection of course feedback forms and their recording, as well as disseminating the feedback to the appropriate people
* To coordinate course admin activities so that processes are followed and delegate fees are received on time.
* To work with the finance team to set up vendor accounts with customers.
* To help increase the quality of data held on Cogent’s CRM by checking the accuracy of companies and contacts.
* To work with the sales team to ensure that all qualified leads passed over from the sales activity are followed up and booking forms and customer POs are collected in to secure bookings where possible
* To be a proactive team member, providing support to colleagues during busy periods.
* To input into course processes and initiate updates as required, taking part in process mapping activities.
* Assist in general administration duties when required in order to meet KPI’s and targets.

Key Performance Indicators

* Course feedback/ complaint level indicate excellent course administration.
* Daily tasks generated by the CRM are kept within the agreed KPI service level.
* Course materials are sent and trainers booked within the agreed process timescales.

Knowledge Skills and Qualifications

* Experience of performing a high level of administration duties to tight deadlines.
* Level 3 Administration Qualification or equivalent experience.
* Training in Team leadership or relevant demonstratable experience an advantage
* Experience in working with course, qualification or event booking processes and associated administration is an advantage with a systematic approach to administrative tasks.
* Excellent demonstrable IT skills including Excel, word and Outlook.
* Experience using a CRM or other database system.
* Ability to understand and manipulate data in excel to create useful reports.
* A self-starter with good organisational skills, and the ability to engage with colleagues and customers.
* A strong communicator with the ability to negotiate and motivate, resulting in positive results.
* Telephone customer service experience is an advantage.
* Strong interpersonal skills – an effective ambassador.
* Ability to prioritise tasks and work under pressure.

Cogent is an inclusive employer and we value the diversity our workforce brings. We welcome applications from all candidates and will consider all applications equally and fairly.

Cogent is committed to Safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment.

To apply please click on the link: <https://www.cogentskills.com/about/work-for-us/>

Please complete the Candidate Information Sheet and send together with a letter of application and your CV to human.resources@cogentskills.com by 7th October 2025 outlining your suitability for this post and how you would ensure success.

This job will close early if we receive sufficient applications before 7th October 2025

If you have additional needs that you would like us to consider during the application and interview process please contact Tracy Kelly on 01925 911667 to discuss ways that we can support your application.

If you haven’t heard back from us within 21 days of your application, it means that unfortunately your application has been unsuccessful on this occasion.

Websites: www.cogentskills.com

 www.siasuk.com