

Education and Training Coordinator

Overview

Role	Education and Training Coordinator
Location	Enhanced Care Services HQ, Unit H9 Adanac Park, Adanac Drive, Nursling
Hours	40 hours per week
Reporting to	Associate Education and Training Manager
Remuneration	£28,000 - £32,000
Version Date	July 2026

Background

ECS is a rapidly developing, clinically led organisation with a clear ethos of delivering high quality healthcare provision across multiple healthcare sectors.

Founded in 2015, Enhanced Care Services has built a strong reputation for excellence in patient care, initially delivering enhanced and critical care at events and now overseeing medical cover for a wide range of events each year. In addition to event medical services, the organisation operates ambulance and clinical services and provides medical education at all levels. We are proud of our commitment to safe delivery, continuous improvement and a positive professional culture.

Enhanced Care Services has always maintained a strong element of education delivery as part of its core business ethos. As believers in developing our team, and those who see patients as part of their work, ECS has now developed an Education Centre to complement its operational activity. With a range of Centre accreditations including Quasafe, Resuscitation Council (UK), ALSG, NAEMT and The Airway Site Difficult Airway Course EMS, along with a range of internal education courses, education is a rapidly expanding area of the business.

Role Description

The Education and Training Coordinator role focuses on coordinating all education delivery, working with our extensive education faculty to ensure timely organisation of our courses and the post course requirements are met.

Key Responsibilities

- Managing and prioritising a high-volume education and personal mailbox, ensuring all enquiries are dealt with in a timely and professional manner.
- Coordinating day-to-day education activities across both commercial and internal course provisions.
- Ensuring that the course schedule is up to date, with appropriately allocated room bookings and accurate online course details.
- Coordinating the allocation of teaching faculty, ensuring they all meet eligibility requirements.



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- Overseeing room bookings within our education centre, including liaising with the Operations teams to ensure rooms are allocated for interviews, selection assessments and inductions.
- Coordinating the preparation of classrooms and learning spaces ahead of courses, ensuring all equipment and consumables are available. Identify where input is required from the Associate Education and Training Manager and Deputy Medical Director.
- Ensuring adequate administrative cover is in place to welcome candidates and support 'on the day' course delivery requirements.
- Coordinating all catering arrangements, including lunch and refreshments, ensuring dietary requirements are met as required.
- Maintaining hospitality stock levels to support upcoming courses.
- Ensuring pre-course information is distributed to candidates and instructors in advance of courses within established timescales.
- Liaising with the ECS Finance department to ensure that education invoices from third parties, course candidates and faculty members are raised and reconciled.
- Ensuring post-course documentation, including feedback forms, is completed and submitted to the relevant awarding bodies.
- Ensuring that accurate recording of data is compiled for management information purposes.
- Collecting and disseminating course feedback to the Faculty and the Education team via education subgroup meetings, identifying trends and opportunities for improvement.
- Producing bi-weekly education and training delivery reports in preparation for education subgroup meetings.
- Supporting the Associate Education and Training Manager with course marketing to maintain high fill rates of courses.
- Ensuring the validity of centre accreditations and compliance with awarding body policies and procedures.
- Supporting the coordination of education opportunities to develop the ECS clinical workforce within Ambulance Operations and Event Operations teams.
- Maintain positive communication with external stakeholders to build strong working relationships and promote effective engagement.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998 and ECS policy.

Additional

- To perform any other duties commensurate with these responsibilities, the grade of the post and skill and qualifications of the post-holder.
- The post holder will ensure all activities are in line with the organisation's Care Quality Commission-related policies and procedures, making sure standards are met and improved where possible.



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Reporting to the Associate Education and Training Manager there is ample opportunity for personal development. This role represents a real opportunity for someone with an interest in clinical education and who has a keen eye for organisation and a friendly manner.

As part of the role, you can expect to be working alongside a full range of clinicians from critical care doctors to first responders and will have regular interaction with our Operations and Clinical Directorates.

Employee Benefits

- Competitive salary of £28,000 – £32,000 per annum.
- 20 days annual leave plus bank holidays.
- Company pension scheme.
- Ongoing training and professional development.
- Opportunities to support high-profile events across the UK.
- Structured career progression opportunities.
- Free onsite parking.
- Company social events.

Person Specification

Item	Essential (E)	Desirable (D)	Assessed
Qualifications and Training			
Excellent IT ability, utilising Word, Powerpoint, Excel etc	E		CV/Portfolio
Good level of literacy	E		CV/Portfolio
Experience			
Experience of administrative roles, able to demonstrate excellent organisational skills	E		CV/Portfolio
Confident in liaising with a range of people from prospective candidates to senior clinical faculty	E		CV/Portfolio
Experience of involvement with education delivery		D	CV/Portfolio
Experience of involvement with clinical education delivery		D	CV/Portfolio
An understanding of different awarding bodies and their processes and systems to ensure high quality education delivery		D	CV/Portfolio
Experience of reception and administrative duties	E		CV/Portfolio
Personal Attributes			
Excellent team working and interpersonal skills	E		Interview
Great communication skills with team members and clients	E		Interview
A passion for delivering excellence and to develop the company in a positive manner	E		Interview
Able to prioritise workload and use own initiative	E		Interview
Professional and customer-focused approach	E		Interview
Flexible and adaptable attitude	E		Interview
Enthusiasm for learning and personal development	E		Interview

How to Apply

Applications should be submitted via:

<https://ecsrecruitment.typeform.com/to/V9ZmOMyO>

Applications must include:

- Completed Application Form.
- Current Curriculum Vitae, including explanations of any employment gaps.
- A covering letter (250–300 words) outlining why you would like to join Enhanced Care Services.

Please note that this position is subject to satisfactory Enhanced DBS clearance.