



## JOB DESCRIPTION

Job title:	<b>EDUCATION MANAGER</b>
Hours:	Full-time
Term:	Permanent
Location:	FPM's London office with the option to work from home up to two days per week
Reports to:	Head of Education
Works closely with:	Director of Specialty Training, Chair of Education and Standards Committee, committee members, programme leads, external trainers and FPM staff

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### **Main purpose:**

Take responsibility for the operational delivery of FPM's educational offering, including the online Diploma in Pharmaceutical Medicine Training Programme, masterclasses and short courses and managing the Human Pharmacology and Experimental Therapeutics programmes. In addition, there is an opportunity for the postholder to support the digitisation of a series of lecture-based courses delivered by FPM and its partners to UK medical schools, working with a range of pharmaceutical medicine subject matter experts and an e-learning partner.

The post-holder will be a key contact for members, customers, trainers and other stakeholders connected to FPM's educational offering. The aim is to provide a high-quality customer-oriented service whilst maintaining the smooth-running relationships with suppliers.

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### **Main tasks and responsibilities:**

#### **Customer services and enquiries**

- Act as the main point of contact for all potential customers
- Ensure communications sent to training participants are relevant and up to date
- Ensure training participants feel supported throughout their experience
- Process customer bookings/refunds/cancellations and transfers efficiently and accurately

#### **Programme administration and delivery**

- Contribute to the upkeep and development of training course materials, the Learning Management System, and the database
- Organise and host online courses (potentially some face-to-face in the future) – schedule/set up sessions via a remote communications application (Zoom) or in an FPM training room, liaise with suppliers, network with participants and support their needs during courses

### **Post-programme administration**

- Collect feedback and testimonials from participants after they have participated in short courses or completed e-learning
- Produce reports on learner activity via the Learning Management System

### **Marketing and product development**

- Contribute to discussions around how to make improvements, based on short course and e-learning feedback
- Work with marketing to promote short courses, e-learning and educational programmes
- Contribute to the upkeep and development of the training pages on the FPMs website
- Assist with the collation of the annual training programme and associated marketing collateral e.g. digital brochure

### **Management information**

- Produce reports updating progress on bookings during promotional cycle
- Produce data on the popularity and success of training courses

### **Supplier and financial management**

- Contribute to maintaining effective working relationships with suppliers
- Schedule training dates with suppliers, obtain course overviews and course materials, as well as communication briefs and bios to be used by marketing
- Set and manage training course costs budgets, identifying areas for savings where appropriate.
- Arrange for payment of suppliers after delivery of courses
- Contribute to setting and monitoring the relevant sections of FPM's budget and operational plan

### **Process management/ improvement**

- Ensure procedural documents are up to date and make suggestions on how to improve processes

### **General**

- Undertake the duties of the role in compliance with FPM policies including Data Protection, Equal Opportunities and Health and Safety
- Assist with other education-related activities as directed by the Head of Education
- Contribute to and support the work of the wider FPM staff team, undertaking such other duties as may be required from time to time
- Attend and participate in external meetings when required
- This role may from time to time require working outside the usual hours of working and at locations away from the FPM office
- This job description may be updated from time to time in agreement with the post holder

## PERSON SPECIFICATION

REQUIREMENTS	Essential	Desirable	Application/ Interview
<b>Education</b>			
Can demonstrate successful completion of a course or programme of education to degree standard or equivalent.		✓	Application
<b>Experience</b>			
Experience of delivering education and training preferably within a distance, digital or online learning environment.	✓		Application/ Interview
Relevant experience in working in regulatory environments.	✓		Application
Experience of working in a professional membership organisation.		✓	Application/ Interview
<b>Knowledge</b>			
Understanding of modern training and education methods.	✓		Application / Interview
Has practical experience of using digital tools that support the delivery of education and training e.g. LMS, e-learning, web conferencing applications.	✓		Application / Interview
Knows how to work with committees as appropriate and organise cross-committee activities.	✓		Application
<b>Skills</b>			
Able to build effective working relationships and work as part of a team with staff, committees, members, and external stakeholders.	✓		Application / Interview
Able to draft correspondence, reports, spreadsheets and other documents to ensure accuracy and clear presentation.	✓		Application / Interview
Understanding of Data Protection and confidentiality, and the ability to deal with sensitive information with tact and diplomacy.	✓		Application / Interview
Able to work independently, make informed decisions and troubleshoot.	✓		Application / Interview
Able to identify areas for improvement and implement change.	✓		Application / Interview
Proficient computer skills – experience with Word, Outlook, Excel, PowerPoint and online platforms such as MS Teams and Zoom.	✓		Application
Able to use new software packages.	✓		Application / Interview
<b>Attitude</b>			
A self-starter who can work under pressure and is resourceful.	✓		Interview
Is eager to learn about and understand the work of FPM.	✓		Interview
Is willing to undertake routine administrative and practical duties.	✓		Interview

**You should include clear examples of how you meet the above criteria in your application.**

Please note that FPM is only able to appoint persons who are legally eligible for employment in the United Kingdom and the successful candidate will be required to provide evidence of this.

Further information available from [www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk)