



teachersrise

An initiative by
Mobility and cooperation

The Recruiting Process

APPLICATION: Please, fill in the [Application form](#) with all your details and attach your CV (max 3 pages) and cover letter (max 1 page). Your CV and cover letter must be written in English. Please, include references in your CV. Please, read carefully [about us](#), [our values](#) and [our team](#): your cover letter must explain why you fit to this position at Mobility and cooperation SRL.

SCREENING: Once submitted, we will analyse the information and will send you a screening questionnaire as soon as possible. It should take you only a few minutes to complete. If approved, we will schedule a screening interview (30 minutes) to evaluate whether we should move you forward to the next stage in the recruitment process. The screening interviews are held remotely.

TESTS: If you successfully pass through our screening process, we'll invite you to take on a few tests aimed at assessing how you think and solve possibly unfamiliar problems. These tests don't require any prior knowledge, and they should take you 1h to complete.

INTERVIEWS: If you're successful there, we'll invite you to some face-to-face interviews—normally two or three—to get to know each other and figure out if it's a good fit for both parties. There, we'll give you an assignment to complete (usually a short presentation) and we'll ask you some behavioural and problem-solving questions. The interviews are held on-site in Padova.

Deadlines:

Applications are open until **19th November 2021**. The sooner, the better: [apply now!](#)

The following steps will take place with the following timeline:

- Screening and tests will take place from now until 19th November 2021
- First face-to-face interview days: 23rd, 25th, 29th, 30th November and 3rd December 2021. Interview times: 9.30, 11.30, 14.00, 16.00. More dates will be scheduled in December 2021 for second and further interviews.

For further information, please contact info@teachersrise.eu.

“Programme Coordinator” job description

Job title: Programme Coordinator

Location: Padova city centre. *In presence: in our temporary office first and eventually in our permanent headquarters.*

Contract type: Full time. Fixed-term (1 year) with a view to become permanent.

Number of open positions: The final number of positions for this role will be decided in Dec 2021-Jan 2022, subject to closing enough contracts.

Start date: Jan-Feb 2022

Job overview: The Programme coordinator is responsible to organise our Erasmus+ teacher training courses and to communicate all the details to the relevant contacts. The role entails setting up both the learning component of the programme (trainers, schemes of work and training venues) and its logistics (accommodation, activities and trips): the goal is to ensure all the operational aspects of the programme are delivered to the highest standards in Padova and other European locations. Each individual is assigned a number of courses and related smart customer satisfaction goals: performance is measured by exceeding quarterly targets. The ideal candidate enjoys keeping the wheels turning and sets the heartbeat of the organisation to exceed our customer expectations for all the programme details. This is a great job for extremely organised people who are confident, willing and flexible to deal with problems or new tasks in a very detailed way and to find solutions on a daily basis.

Reports to: Managing Director

Key responsibilities:

This is a dynamic job in a start-up environment with a variety of responsibilities, including:

- Programme management and customer service
 - Organising programme details and communicating them in a friendly and efficient way to confirmed clients using emails and remote communication tools
 - Leading the opening and closing events of each programme
 - Being the first point of contact to handle any challenge when onsite and to resolve customer complaints/queries
 - Supporting the processes to provide Erasmus+ funding advice and support
- Teaching and learning management
 - Planning operational project requirements and client needs
 - Managing availability for trainers, training venues and resources
 - Scheduling programme activities and coordinating trainers, resource availability, rescheduling dates and maximising efficient use of time and resources
 - Finding and organising training venues and managing learning environments
 - Ensuring the teaching and learning management is delivered to the highest standards
- Curriculum management and development
 - Researching information and new learning activities, including local visits and tours
 - Managing and archiving presentation material, resources and contents
 - Supporting the current curriculum development and designing creative and innovative high-quality courses and contents in line with the marketing strategy
- Managing trainers, local schools and foreign hosting organisations
 - Managing and transforming the current pool of trainers and foreign hosting organisations
 - Establishing new relationships with local schools and organising school visits
 - Developing and implementing recruitment strategies to attract and onboard trainers in Padova
 - Managing training and development of trainers
 - Maintaining relationships with and finding supporting activities for foreign hosting organisations for all courses taking place in other European locations
 - Travelling to supervise and manage courses abroad as required.
- Accommodation and transport
 - Researching, selecting and procuring the right accommodation and transport providers according to the needs, budget and quality standard of the approved Erasmus+ projects
 - Booking accommodation (private/shared apartments, B&B, hotels) and transfers from/to airports, visits, trips and monitoring those critical services to enable an enjoyable experience of the learning programme
 - Facilitating the resolution and finding solutions for any issue the client raises about accommodation and transport
- Course scheduling
 - Organising pre-registrations
 - Planning dates and organising availability and scheduling limits to meet requirements and advance reservation time
 - Managing trainer availability and school preferences to convey people to confirmed dates or to juggle with their alternatives to propose to confirm as many courses as you can
 - Proposing to confirm courses once they reach the minimum number of participants
- Reporting and improvement
 - Using CRM to update workload progress and facilitate communication
 - Reporting trainer and resource performance and improvement plans
 - Preparing and managing the department's plan and budget

Weekends

During a significant number of weekends throughout the year, you might be on call and available to respond to an incident (should one arise) or you might be required to work. Our courses usually are delivered Monday to Friday plus full-day trips/other learning activities on Saturdays. Participants usually arrive and leave on Sundays.

Travel

Travel might be required for a limited number of times per year. Courses abroad are operationally implemented by foreign hosting organisations, accommodation and transport providers: you might occasionally visit them (once or twice a year per location). Certain courses abroad might require your on-site presence, supervision and management (maximum 4 times a year per location, one week per time). Travel allowance and expenses as by your contract.

Career progression

As you contribute and lead the business growth, your role can move up to one of the following roles:

- *Programme manager* with more responsibility to recruit, train and develop a team of programme coordinators, trainers and tutors in various locations
- *Erasmus+ experience advisor* with more responsibility to provide Erasmus+ funding advice and support and to achieve sales targets
- *Work experience manager* with more responsibility to manage the new work placement department and to organise internships for international students in various locations.

Compensation & Benefits

- Base salary: RAL (Italian Gross Annual Salary) €20.000 / 30.000
- Weekends: an on-call compensation plan (monetary incentives, added time off, etc.) for scheduled overtime and time spent on the issues
- Travel allowance and expenses: extra compensation when you travel to our locations.
- An attractive bonus and incentive scheme: we work by objectives and reward results – in writing from day 1, active from month 6.
- Language lessons and professional development courses based on your needs – in writing from day 1, active from month 6.
- Relocation package: To ease your move to Padova, we will contribute to your relocation costs and provide temporary housing.

If your position is confirmed as permanent at the end of year 1, you will join the company welfare plan in addition to your base salary, bonus and incentive scheme and your professional growth.

What we offer

- Welcome kit and onboarding programme
- International environment. Our language is English. Your work will have full European exposure and you will meet participants from many European countries! This job is a lifestyle!
- Opportunity for career progression: You will be part of a small but fast-growing start up team and get the opportunity to be involved in a wide range of work and eventually build and coordinate the future company plans.
- Agile work environment: We use smart tools for goal-setting, time-blocking and performance management. We work in the cloud and follow our process blueprints and kanban boards to manage the workload. Ready to conquer the workday!
- Team building activities: We believe effective team building builds trust, encourages communication, and increases collaboration. Enjoy fun activities and connect with the team!
- Opportunities to learn. We pay for your language lessons, but that's not where it ends. If you make a good case for some extra learning, we're delighted to pick up the tab.

What we are looking for

- Previous experience as a Programme coordinator, including trainer management and recruitment
- A friendly, approachable and self-starter individual who takes initiative and proactively works hands-on to solve problems and multi-task to meet targets, deadlines and goals in a fast-changing environment
- Entrepreneurial and persistent positive problem-solving attitude
- A burning desire to join a new start up and take responsibility to lead its growth
- Fluent in English and Italian
- In-depth knowledge of learning programme management
- Excellent organisational, problem-solving and time-management skills.
- Strong and proven ability to schedule resources - resource management, planning and prioritising skills
- Accuracy and attention to details
- Outstanding communication, interpersonal and leadership skills
- Remote communication and remote working skills
- Basic computer skills (emails, presentation, word).

One or more of the following specifications are desirable:

- Management experience of a training department for small private businesses
- Broad range of teaching/training experience
- Knowledge of Erasmus+ or EU structural funds
- Project management skills
- Fluent in other languages
- Advanced or highly-specialised digital skills (e.g. coding, advanced Excel, email marketing systems, CRM, Wordpress) are a plus.

How we will measure your impact

- Feedback scores
- Amount of repeat business

Our participants

Our course participants are teachers from various primary and secondary schools in Europe: they move physically to Padova (Italy) or other locations in Europe for one week in order to attend their Erasmus+ funded teacher training courses.

Our courses are conducted in English. They will take place face-to-face and on-site in real classrooms (not online) in Padova (Italy) or other locations in Europe starting from 2022. Programmes usually start on Monday and end on Saturday and are made up by modules delivered separately by 2-3 trainers per course.

Participants are mainly teachers and can be trainers, headmasters, school and education managers, administrators, educational counsellors, career counsellors, other school staff, other non-governmental organization staff, public servants and policy makers. They work at **pre-primary, primary, secondary school or VET and adult education institutions** from all over Europe.

Participant language levels may vary **from beginner to proficiency**. Classes might be **multi-level language classes** and we always do our best to organise classes comprised of participants who can communicate in English at the same level.

All participants are in a working relation with the Erasmus+ funded sending school organisation: Teachersrise provides guidance before and/or after the sending school organization applies for the Erasmus+ grant and involves school leaders and all stakeholders in the decision-making process to give them advice about how to manage the grant in order to organise the learning mobility of their teachers and school staff.

Every year more than 50,000 teachers and school staff took part in training mobility activities abroad. More than 10% of all participants moved from their country to Italy as a receiving country. From 2022, the number of learning mobilities will increase: the EU Commission predicts the number of participants will triple in the period 2021-2027.