

Job Title	CPD Projects Officer
Team	CPD & Training
Reporting to	CPD Projects Manager
Responsible for	N/A
Job purpose	To deliver operational aspects and build content across a broad portfolio of courses on behalf of the Law Society CPD & Training team. This includes project management of our fast-growing certificated learning courses, Trainee CPD, online CPD modules and others.
Key responsibilities	<ul style="list-style-type: none"> • Project manage Law Society training courses and online courses, including speaker acquisition, organisation, marketing, promotion, profitability and evaluation • Lead on all operational aspects, including but not limited to: delegate registration and customer journey; speaker/trainer liaison; formats and online/remote hosting of sessions • Manage back-end IT systems including our integrated Learning Management System (LMS), Zoom, Teams and CRM • Under direction of line manager, run live Trainee CPD modules, deliver marketing to new audiences, help develop the programme • With line manager develop our 'essential skills' portfolio • Budget responsibility for expenditure and responsibility for procurement decisions for suppliers, negotiating best rates and service contracts • Think and act strategically to ensure that your portfolio grows (income generation; member engagement; range of topics) • Work with external partners and internal colleagues to identify gaps in our offering and develop new long form blended learning courses • To actively market the programme, create compelling innovative copy and content and deliver across digital channels including social media, websites and HTML marketing tool as well as traditional channels such as Legal Publications and other professional bodies where appropriate.

- Coordinate services including venue, catering, AV, design & print of all materials, travel and accommodation
- Ensure on-the-day training runs smoothly, offering IT support and systems management
- With Projects Manager, make informed budgetary decisions for individual projects

Date

May 2024

	Essential	Desirable
Qualifications & training	<p>Experience or qualification in any of the following areas:</p> <ul style="list-style-type: none"> • Event Management • Marketing or Business Studies • Project Management 	<ul style="list-style-type: none"> • Membership/professional body experience
Work experience	<ul style="list-style-type: none"> • Proven record of delivering services for a membership organisation and/or in a commercial environment • Proven record of risk analysis to identify improvement areas • Record of creating and implementing new processes and procedures • Demonstrable experience of relationship management and leading on complex processes involving multiple stakeholders • Experience of organising, marketing & promoting high profile, complex events/projects • Experience of working with and producing on-line learning 	<ul style="list-style-type: none"> • An understanding of continuing professional development (CPD) delivery and its challenges across all channels including digital • Experience in legal sector (or similar eg accounting, public sector)
Knowledge & skills	<ul style="list-style-type: none"> • High level of organisational, planning and marketing skills • Ability to lead on standards/process implementation • Commercial awareness • Budget management • Highly effective stakeholder management 	<ul style="list-style-type: none"> • Familiarity and experience of customer relationship management systems • Interest in developing knowledge of the legal sector and ability to think critically around legal issues

and customer engagement skills

- Outstanding communications skills – both written and oral
- Prioritisation of workload and time management
- Demonstrable experience of various content management and event management tools

Competencies & values

- Self-Management and Self Starter
- Team Working
- Energetic and enthusiastic approach
- Contributes to good team spirit
- Manages time effectively
- Listens and responds appropriately to individuals at all levels
- Positively manages changing priorities

Other

- Flexible – job involves some unsocial hours/overnight stays
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