


Training Coordinator

 Bathgate, Scotland

 25 hours per week across 5 days (flexible working pattern)

 12-Month Fixed-Term Contract

 £26,500 pro rata







Join a purpose-driven organisation at the heart of the UK's transport industry.

Road Haulage Association (RHA) is a member-led trade association supporting over 8,500 businesses operating HGVs, coaches and vans. With a team of around 110 employees, we're committed to making a positive impact through expert support, industry-leading training and influential campaigning that helps shape the future of road transport.

We're excited to be recruiting a part-time Training Coordinator to join our Training Team on a 12-month fixed-term basis. The Training Coordinator plays a key role in delivering efficient administrative and customer support across all training activities, ensuring a seamless and positive experience for learners and clients throughout the entire training lifecycle. From initial enquiry and booking through to course completion and post-training follow-up, the role is central to maintaining excellent service standards.

The postholder is responsible for coordinating a broad range of training administration processes, maintaining accurate records and systems, and providing professional support through multiple communication channels. They ensure training materials and resources are prepared and accessible, course bookings are managed effectively, and learners receive timely, high-quality support before, during and after their training. Through strong organisational skills and attention to detail, the Training Coordinator contributes to the successful delivery of training programmes and an outstanding customer experience.

Your day-to-day responsibilities will include:

-  Customer Service & Enquiries: Responding to incoming calls, emails, and training enquiries professionally, providing accurate information and excellent customer service
-  Course Bookings: Process training bookings, registrations, cancellations and amendments accurately and efficiently using internal and external systems
-  Training Administration: Coordinate all administration aspects of training courses, including enrolments, joining instructions, attendance records and certification. Prepare and distribute training materials as required
-  Scheduling & Coordination: Supporting planning and scheduling of training courses, liaising with trainers, delegates, venues and clients to ensure smooth delivery
-  Data Management: Maintain accurate learner, client and course records, ensuring all systems and internal documents are kept up to date
-  Compliance: Ensure all training records and processes comply with company procedures, accreditation requirements and data protection regulations

What we're looking for:

You'll thrive in this role if you're someone who enjoys helping people, providing excellent customer service

and keeping things organised. You'll be proactive, detail-oriented and take pride in delivering a smooth, positive experience for every learner.

Essential

- ✓ Experience in administrative and/or customer service responsibilities within a busy working environment
- ✓ Experience in handling incoming and outgoing calls in a professional manner
- ✓ Strong organisational and time management skills, with the ability to manage multiple tasks and priorities effectively
- ✓ Ability to maintain confidentiality and handle sensitive information appropriately
- ✓ Excellent verbal and written communication skills, with the ability to communicate professionally by phone, email, and in person
- ✓ Knowledge of administration processes and procedures, including record management and document control

It would be great if you also have (but don't worry if not!):

- + Experience in coordinating training courses, events or meetings
- + Experience with/knowledge of Learning Management Systems (LMS), training platforms or booking systems
- + Understanding of training compliance requirements, accreditation standards or awarding body processes
- + Experience producing reports and analysing administrative data
- + Effective problem-solving skills and the ability to resolve queries efficiently

Why join us?

We know that great people do their best work when they're supported, valued and given opportunities to grow. That's why we offer an excellent remuneration and benefits package which includes 25 days annual leave entitlement plus bank holidays (pro rata), monthly employee prize draws, paid volunteering leave, private medical insurance, enhanced pay for a range of family and dependent-related leave and so much more!

RHA is a workplace where everyone belongs. We're committed to creating an inclusive workplace where everyone feels welcome, respected and able to thrive. We invest in our people, champion fresh thinking, and create space for you to make a meaningful impact.

We are proud to be a Disability Confident Employer, so please do let us know if you require any reasonable adjustments during the recruitment process.

From the incredible work our team has delivered in making this such a wonderful place to work, we have been recognised as a Best Place to Work by The Sunday Times for three consecutive years!

Ready to apply?

If you're looking for varied role where you can make a real difference and be part of a collaborative team, we'd love to hear from you. Please email your CV and covering letter to careers@rha.uk.net

