Training and Delivery Manager

Location: Cork

About TM Forum:
TM Forum is the global member association for digital business. We provide a platform for hundreds of global members across a wide range of industries – communications, technology, cities and municipal government, insurance, healthcare, and so on – to collaborate and partner to co-create, prototype, deliver, and monetize innovative digital services for their billions of customers.

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. We do this is in a highly practical and agile way through collaboration programs and communities which lead to rapid prototypes – ranging from digital business models to interconnectivity APIs – that have real world commercial applications. Complementing our collaboration programs, the Forum provides thought-provoking digital business research and publications, industry best practices and standards along with training programs to accelerate adoption, and events and workshops which connect top business & IT leaders to learn, network, and develop meaningful partnerships.

Position Summary:
The Training Delivery Manager is responsible for the scheduling and delivery of all training courses, on-site, online, and virtual, as offered by TM Forum. The role includes working closely with Head of Training to schedule trainers, deliver training materials, finalizing operations, registration and coordination of groups and individuals for online training and certification, handling and resolution of queries, ensuring timely processing of exam corrections, training feedback and managing certificates. They are also required to maintain training department reports, provide support to TM Forum Finance regarding vendor/contractor payment and client collections as well as liaising with other departments (Sales, IT, etc.) as appropriate. This is a diverse and demanding role and requires an individual who has strong program management skills as well as being highly computer literate and having a solid grasp of financials.

Specific Responsibilities:
The job responsibilities require management of training delivery covering on-site, online, and virtual training courses, administration of exam and certification program logistics and financial duties including purchasing, invoicing and financial tracking of revenue and margins. This is a demanding role and requires a strongly motivated individual who can set and meet their own deadlines,
as well as short-term client delivery deadlines, prioritizing appropriately, serving a global clientele.
• Managing operations/logistic for upcoming on-site client engagements:
o Work with TM Forum Sales and trainers to find suitable availability and agree dates with client
o Issuing of all required materials to localized printers
o Preparation and issuing of print packs (manuals, exercises, feedback forms, certificates)
o Report generation to record, manage and track class lists

o Managing and tracking of printers & couriers to ensure on time delivery of materials globally

• Administration of registrations for online training and exams, including client sub-portal management:
o Liaising with client coordinators and TM Forum Sales to process bulk registrations
o Managing any user queries and requests
o Exam registration and coordination
o Supporting TM Forum Finance with payment collection activities

• Processing of all exam & feedback data post-event
o Exam records to be uploaded and certificates of achievement issued
o Management and tracking of Knowledge & Career certification
o Trainer bonus processing from feedback data

• Ad-hoc reporting of revenue & certification statistics

• General support to both the Online & Education mailboxes

Skill Requirements:
- Background in business administration and/or project management with 2+ years' experience
- Computer literate with particular knowledge of spreadsheets, report generation and basic website
- creation
- Ideally has some formal financial training and understands revenue, margins and financial reporting
- methods;
- Well organized approach to work;
- Self-motivated individual who will continuously improve work-flows;
- Strong communications skills – verbal, written and presentation;
- An ability to work well with people from diverse backgrounds;
- Knowledge of case handling and customer support processes and software

- Ability to set your own deadlines and deliver to these;

For immediate consideration, please email your resume to recruit@tmforum.org.
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