



## **Professional Services Coordinator at the Irish Tax Institute Permanent position**

### **Professional Services**

The Institute's professional services function comprises of professional development and information services. Professional Development includes a comprehensive CPD programme, an online CPD programme and Certificate and Diploma courses. Information Services includes a suite of tax legislation and commentary publications, a quarterly journal – *Irish Tax Review* and our online tax research database TaxFind.

The Professional Services Co-ordinator will report to the Senior Manager of Professional Services

### **Requirements**

- Strong communication skills, both written and verbal
- Ability to work under pressure and to deadlines
- Good interpersonal skills
- Attention to detail is critical
- Ability to work in a team and also under own initiative
- Innovative and enthusiastic
- Strong IT skills are required in particular Microsoft Word and Power Point
- Strong project management, scheduling and planning skills
- Some marketing and/or sales experience is desirable
- Full clean driver's licence and own car is essential

### **Job description**

1. Operational support for the Professional Development team

The Professional Services coordinator will play a key role in the operational production of the Institute's Professional Development including:

- Preparation of materials for seminars, conferences, certificates and diplomas
- Liaising with printers and distributors with regard to materials
- Liaising with the events team and venues in relation to seminar/conference requirements
- Support for speakers in the run up to and at events
- Processing all CPD bookings and queries
- Running seminar/conference/training events on site including set-up, support for speakers and chairpersons, registration, handling of queries and Q&A sessions. This will include running events outside of Dublin.
- Set-up of online elements for in-house seminars and liaising with AV providers for externally hosted events.
- Coordination of certificate and diploma programmes and coordinating the exams, results and graduation process
- Upload and maintenance of content to the Learning Management System (LMS Blackboard Learn) ensuring all content is current and accurate.
- Processing of attendee feedback surveys and results (including conducting online surveys e.g. Survey Monkey)

- Monitoring and updating the Professional Development area of the website
  - Preparing internal reports on attendee bookings and targets
  - Operational rollout of eFlyers and marketing materials
2. Operational Support for the Institute's Information Services team including:
- Liaising with typesetters and printers as required
  - Preparation of sales reports
  - Support for the pre-print sign-off process
  - Marketing support for information services including handling queries and sales calls
  - Monitoring and updating the Information Services area of the website
  - Operational rollout of eFlyers and marketing materials
  - Support for TaxFind subscribers and subscription queries
3. Involvement in other Professional Services projects as guided by the Senior Manager of Professional Services

Professional Services Co-ordinator - reporting to the Senior Manager of Professional Services will provide support in the operational activity of the following services: CPD programme, Certificate and Diploma programmes, tax publications and our online tax research database.

Please send your CV to Angela Broderick at [abroderick@taxinstitute.ie](mailto:abroderick@taxinstitute.ie).