Training & Education Coordinator

JOB ADVERT

Position	Full-time, permanent
Hours	35 hours per week
Salary	Competitive salary, dependent on experience and qualifications
Location	Remote or hybrid working
Benefits	Generous holiday entitlement, pension scheme and flexible working

Knowledge. Support. Confidence.

Empower professionals ● Raising standards ● Driving excellence.

About ILFM

The Institute of Legal Finance & Management (ILFM) is the leading professional body for those working in legal finance, compliance and practice management.

Through qualifications, professional development, community and a collective voice, we provide the knowledge, support and confidence professionals need to excel in their roles.

The ILFM promotes high standards of financial integrity, governance and compliance, helping to build a profession that is skilled, accountable and resilient.

The opportunity

We are looking for an organised, confident and people-focused Training & Education Coordinator to help deliver ILFM qualifications, examinations, training and continuing professional development. This is a varied role at the heart of our member and student services, combining learner support, event coordination, examination administration, digital systems and clear communication.

Reporting to the Professional Development Manager and Chief Executive, you will work closely with colleagues, tutors, trainers, exam writers and moderators. You will take ownership of day-to-day activity, keep accurate records and ensure that students, members and delegates receive a timely and professional service.

What you will be doing

- Coordinate qualification administration, including exemption enquiries, course access, learner follow-up, extension requests and liaison with tutors.
- Plan and administer examinations and preparation sessions, from bookings and candidate communications through to invigilation, results, marks and certificates.
- Configure and support examinations using Cirrus, working with exam writers and the Independent Examination Moderator.
- Coordinate the annual training programme, in-house training and continuing professional development activities, including Zoom sessions, delegate information and post-event follow-up.
- Maintain accurate learner, event and examination records in Sheep CRM and related systems.
- Manage assessments and certificates, and support ongoing continuing professional development accreditation.
- Work alongside our PR & Communications Manager to prepare clear student, member and delegate communications, including relevant Mailchimp campaigns and training promotions.
- Proofread examination papers, presentations, webpages, emails, certificates and other materials.
- Support the ILFM Awards Lunch, Annual Conference and other events.
- Work collaboratively across the ILFM team, identify practical process improvements and provide flexible support where needed.

What we are looking for

Essential: legal finance experience or qualification

Applicants must have practical experience of legal finance, legal accounts or legal practice administration, or hold a relevant legal finance or accounting qualification. Examples include an ILFM qualification or equivalent demonstrable experience within a law firm or legal services environment.

- Familiarity with legal accounts, the SRA Accounts Rules or the responsibilities of legal cashiers and compliance officers for finance and administration.
- Excellent administration and organisational skills, with the ability to manage deadlines and competing priorities.
- Confident written and verbal communication, with a helpful and professional approach to students, members, trainers and colleagues.
- High standards of accuracy, proofreading and record keeping.
- Good working knowledge of Microsoft Word, Excel, PowerPoint and confidence learning digital platforms such as customer relationship management, assessment, webinar and email marketing systems.
- The judgement to resolve routine issues, follow actions through and escalate appropriately.
- A collaborative, adaptable approach and a genuine commitment to helping others succeed.

Desirable experience

- Experience supporting qualifications, examinations, training or continuing professional development.
- Experience with systems such as Cirrus, Zoom, Mailchimp, Adobe, Xero.
- Experience of remote or hybrid working within a small, supportive team.

Why join ILFM?

This is an opportunity to make a practical difference to the careers of people working across legal finance and practice management. You will join a caring and collaborative team where people are trusted to take ownership, share ideas and support one another. We offer remote or hybrid working, flexibility, a competitive salary and the chance to develop your knowledge while contributing to qualifications and training valued across the legal sector.

How to apply

Please submit your CV and a covering letter of no more than 600 words, explaining how your experience and qualifications meet the requirements of the role, to Tim Kidd, Chief Executive, at tim@ilfm.org.uk.

Closing date: 30th November 2026

For an informal and confidential discussion about the role, applicants are welcome to contact Tim Kidd.

The ILFM values diversity and is committed to making appointments on merit through fair, open and inclusive processes.