

The Training Exchange - Person specification

Training Programme Administrator

	Essential	Desirable
Education		A-level or equivalent level of education
Knowledge	Office procedures and administrative systems	Knowledge of working in a training or learning environment
	An understanding of diversity and inclusion An understanding of data protection (GDPR) and confidentiality in the workplace	
Experience	A minimum of 2 years' relevant experience, including experience of data entry, word-processing and maintaining records	Database management Experience of working in a small business or organisation
	Experience of working in a customer-facing role, including handling a wide range of enquiries particularly by telephone and email	Experience of working in a learning or training environment Sales experience
	Experience of working as an administrator in a busy environment	Experience of working closely with a small team
		Experience using web-based platforms, including zoom
Skills	A good range of administrative skills including maintaining filing systems; typing; using a range of IT packages to include standard MS packages (outlook, excel and word), co-ordinating diaries, and dealing with telephone and other enquiries	Touch typing, minimum 60 WPM Research and IT skills to promote services to new contacts through e-marketing and other relevant media
	Ability to type quickly and accurately	
	Ability to work on own initiative with minimal supervision	
	Excellent attention to detail	
	Ability to prioritise and work under pressure	
	Ability to work on your own and as part of a team	
	Ability to relate and build a friendly and professional rapport with a wide range of people	
	High quality written and verbal communication skills	
	Good time management skills	
Basic numeracy skills to calculate invoice totals		
Personal Qualities	Willing to undertake training as required	
	Friendly and cheerful disposition	
	Demonstrable commitment to being inclusive and valuing diversity	
	Positive and flexible approach to work	
	Methodical approach to carrying out duties	