

The Training Exchange

Job Description: Training Programme Administrator

Hours of Work: 16-20 hours per week, worked over 3-4 days.
Must be able to start at 9.00am, and ideally on Fridays.

Salary: £24,960 pro rata based on 40 hours per week

Location: Office based, Easton, Bristol

Responsible to: The Director

Specific Responsibilities (shared with Training Programme Co-ordinator):

- 1) To maintain an overview of training, monitor course bookings, develop and maintain an ongoing course calendar.
- 2) To plan and carry out all administrative tasks concerned with the running of training courses and events including:
 - a. Maintaining an ongoing course calendar
 - b. Booking venues and confirming venue requirements
 - c. Updating website, marketing materials and course outlines
 - d. Distributing publicity
 - e. Processing course bookings
 - f. Producing and sending all correspondence to course participants and course purchasers
 - g. Producing delegate packs for in-person training; producing joining instructions and course materials for online courses
 - h. Monitoring and following up expressions of interest and provisional bookings on courses
 - i. Liaison with the director, training programme co-ordinator, course purchasers, associate trainers and suppliers
 - j. Setting up training rooms; co-hosting course registration on zoom.
 - k. Making, confirming and recording cancellations made by The Training Exchange
 - l. Taking, recording and acting on cancellations made by customers
 - m. Updating delegate attendance on events management system
 - n. Maintaining course evaluation records.
- 3) To report to the director on levels of course bookings and any other issues that affect the quality of service delivery.
- 4) To provide accurate information about the Training Exchange's training programmes through effective communication with interested organisations and individuals.
- 5) To identify and contact new customers who might benefit from The Training Exchange services.
- 6) To support the Director and Marketing & Communications Administrator in marketing courses through the website, mailchimp mailings, social media, external websites and other marketing materials.
- 7) To produce or assist in the production of Training Exchange resources including handouts, publicity information and course outlines.
- 8) To deal with day to day correspondence including telephone calls, e-mails and post.
- 9) To monitor and maintain the office environment by:

- a. Monitoring office supplies and re-ordering as necessary
 - b. To support the smooth functioning of IT resources: computers, emails, website & web-based applications, social media. To liaise with IT/computer specialists as necessary.
 - c. Filing and disposing of records (digital and print)
 - d. Monitoring and maintaining the safety and security of the working environment.
- 10) To take part in regular supervision with line manager.

General Responsibilities:

- 11) To attend and participate in Training Exchange staff meetings, regular administration meetings and organisational development sessions as required.
- 12) To actively understand and implement all Training Exchange policies.
- 13) To carry out any other duties mutually agreed by the post holder and the Director.