**JOB & PERSON DESCRIPTION**

**Training Administrator**

This role is split across 2 x full time positions.

35 hours per week, primarily based in St Albans with travel required within Hertfordshire and Bedfordshire as well as remote working until we return to the office.

**Directly accountable to:** Training Manager

**Liaises with:** The Training Team, Finance Team, ead of Marketing Team, Operations Team, Clinical Teams and Counselling Centre Staff.

**OVERVIEW**

The Training Team is responsible for the delivery, efficient marketing and administration of all training courses, CPD and other events.

Responsibilities of this position include the following key areas, working as part of that team, covering these tasks and activities as appropriate, within working hours and across all training locations in Hertfordshire, Bedfordshire and London.

**General Office Administration**

* Be the first point of contact, dealing with enquiries via telephone, in writing, website and face to face, in a friendly, patient and efficient manner.
* Attend meetings and record minutes; track and deliver on actions, where applicable. Examples include, but are not limited to, venue bookings, booking tutors, course materials reproduction, certificates.
* Take a proactive approach to meeting team and individual deadlines.
* Assist with ensuring overall compliance within Foundation Health & Safety Guidance.
* Assume responsibility for general consumables / equipment requirements. Examples include, but are not limited to, petty cash, stationery ordering and facilities consumables.

**Student Admission and Course Administration**

* Be first point of contact for Programme Tutors in dealing with their enquiries and providing administrative support and assisting with any tasks to enable the smooth running of their courses.
* Support with placement coordination and building directory of placement organisations.
* Manage end to end application and enrolment processes for courses.
* Maintain existing records / database to provide an accurate overview of current student body.
* Produce information, reports and analysis as requested by management, during intake season and throughout the year.
* On an ongoing basis, request, collate and analyse key stakeholder feedback & reports.
* Management of course literature, including but not limited to, student handbook, on-line course library, brochures and certificates.
* Take and monitor payments according to protocols agreed with Finance, for example, seminar tutor claims.
* Proactive coordination of submission hand-in dates, marking procedures and student feedback within agreed timeframes, and in conjunction with the Programme Tutors.
* Work with the Finance Team to track, monitor and chase outstanding course fees.

**Communication and Marketing**

* Maintain database / spreadsheet with all enquiries, and complete actions as required in a prompt and responsive manner.
* Assist the Marketing team with forward planning and implementing an agreed programme of courses and events.
* Work closely with Marketing Officer to maintain an up to date website.
* Manage on-line course booking system and provide support for a range of marketing activities.
* Create communications as requested.
* Be an ambassador for the Foundation and promote training and counselling services.

**Planning and organising resources, including events**

* Work closely with Training Manager to challenge and continuously improve existing processes and procedures.
* Planning and production of the overall courses and events time-table, including but not limited to, graduation event, venue/catering booking, in-house and off-site events.
* Occasional hosting and greeting duties for workshops, classes and events, which may be hosted outside normal working hours.

**Interface with Clinical**

* Cooperate and liaise with Clinical Coordinators in connection with practical issues that arise.

**PERSON DESCRIPTION**

**Competencies**

5 GCSE’s grade A – C (Including English and Maths) or equivalent

Demonstrable administrative skills and/or experience in a training environment

Excellent attention to detail

Competent in Microsoft Office, including Word and Excel

Openness to train and adapt as the role evolves

Driving licence and own car desirable but not essential

**Personality**

Thrives in a customer facing, client-centred environment

Empathy with mental health environment

Flexible and prepared ‘to go the extra mile’

Hands-on approach

Reliable, punctual and a team player