



JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Post title: Training Administrator

Salary: NJC 9 – 15

Reports to: Head of Training & Business

Responsible for: N/A

Organisational Expectations:

Our values underpin Inspire North and its Associated Companies and assist us in delivering our vision and purpose. You have a responsibility to adhere to and promote our values in everything you do in the work environment

Our aim is to provide a high quality service adhering to principles of best practice, promoting diversity and inclusion. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.

Outline of Post:

Coordination of all courses, facilitating the administration and ensure the smooth delivery of both in-house and external training. Facilitate the preparation, organisation and delivery of our pre and post-training course activities.

Main Tasks:

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1	Be the first point of contact for customers and commissioners.
2	Build and maintain a high standard of customer service to ensure response times and service level agreements are maintained.
3	Issue invoices, invoicing and processing payments. Manage account balances to discover outstanding debts or other inconsistencies.
4	Liaise with delegates to confirm course details, appropriate booking confirmations, issue certificates etc. within agreed timescales.

5	Responsible for the upkeep and maintenance of the Training Centre, including health & safety.
6	Book appropriate venues for training to include correct layout, refreshment information, equipment etc.
7	Oversee and coordinate training bursaries.
8	Book trainers appropriately, scheduling to maximise income.
9	Administration of the Training Management System accurately inputting and updating the relevant data to the system.
10	Developing and maintaining accurate and easily accessible records. Processes for all learning and development activities including recording and monitoring attendance.
11	Ensure minimum delegate numbers are met and calculate profit and loss on each course.
12	Process data and produce reports including the mandatory training KPI report.
13	Ensure the Invoice Tracker Database is maintained and kept up to date.
14	Manage Community Links Training email account.
15	Ensure the training website content is accurate and regularly updated.
16	Maintain supplies of essential equipment and resources, such as stationery and training manuals.
17	Administer evaluation and monitoring systems such as questionnaires, including the use of survey monkey.
18	Work with the Head of Training and Business to identify potential opportunities for targeted marketing.
19	Support the marketing of Training to maximise income including posting on social media.
20	Establishing systems to record and produce regular reports on learning and development metrics, including spend, to agreed timescales.
21	Manage the Training calendar ensuring full completion within targeted timescales and mandatory training requirements.
22	Responsibility for monitoring and evaluating learning and organisation development activities, producing accurate and up-to-date data analysis.
23	Report monthly, quarterly and annually in line with internal reporting requirements

24	Develop and maintain administrative and reporting systems to increase efficiency of reporting and monitoring internally and externally
25	Carry out research as directed into training providers or other information
26	Attending meetings, taking notes and progressing actions as required.
27	Take reasonable care of your Health and Safety and that of any other person who may be affected by your acts or omissions at work.
28	Demonstrate a strong commitment to the principles and practice of equality, diversity and inclusion.
	The above duties are indicative of the current requirements of the post. You are expected to work flexibly in the interests of Inspire North and its Associated Companies, including undertaking any other reasonable duties as required at the initial place of work or at other locations from which Inspire North and its Associated Companies operates.
	Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North and its Associated Companies.

PERSON SPECIFICATION – Training Administrator

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future.

Approach	Essential [insert ✓ where appropriate]	Desirable [insert ✓ where appropriate]	Identified by: A = application form I = interview E – exercise
Demonstrate understanding and commitment to diversity and inclusion	✓		
Demonstrate a commitment and enthusiasm for working with our service user group	✓		
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		
Knowledge and Skills		Desirable	Identified by:
Excellent verbal, written and numeracy skills sufficient to be able to make accurate written records	✓		A, I
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A, I, E
Methodical with outstanding organisation, planning, administrative skills and experience of managing multiple diaries.	✓		A, I, E
Ability to undertake work with a high degree of accuracy, strong attention to detail and strong written and verbal skills	✓		A, E, I
Experience in data collection, retrieval and reporting	✓		A, I

Ability to prioritise, work calmly under pressure and meet tight deadlines	✓		A, I
Ability to market courses and identify business opportunities	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Language skills e.g. Urdu, BSL, etc.		✓	A
Experience	Essential	Desirable	
Proven experience of working in an administration role	✓		A
Experience of providing and interpreting a wide range of electronic management information to achieve effective performance reporting	✓		
Previous experience of organising events or training	✓		A, I
Practical knowledge of L&D information systems		✓	
Experience of mental health either as service user, carer, worker or volunteer		✓	A, I