

The Training Exchange

Job Description: Training Programme Administrator

Hours of Work: 16 - 20 hours per week

Salary £20 000 - £22,500

Responsible to: The Director

Specific Responsibilities:

- 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 and confirming venues and catering
 - c. Updating website, database, marketing materials and course outlines
 - d. Distributing publicity
 - e. Entering course bookings onto database
 - f. Producing and sending all correspondence to course participants and course purchasers
 - g. Producing delegate packs
 - h. Monitoring and following up expressions of interest and provisional bookings on courses
 - i. Liaison with the director, course purchasers, and associate trainers and suppliers.
 - j. Making, confirming and recording cancellations made by The Training Exchange
 - k. Taking, recording and acting on cancellations made by customers
 - l. Entering delegate attendance and course evaluations onto database
- 3) To report to the director on levels of course bookings and any other issues that affect the quality of service delivery.
- 4) To develop and maintain IT resources: database, computers, emails, website, social media. To liaise with IT/computer specialists as necessary.
- 5) To promote the Training Exchange's training programmes through effective communication with interested organisations and individuals. In particular to support the Director in marketing courses through the website, mailchimp mailings, social media, Google listings, conferences, external websites and other marketing materials.
- 6) To produce or assist in the production of Training Exchange resources including handouts, publicity information and course outlines.
- 7) To deal with day to day correspondence including telephone calls, e-mails and letters.
- 8) To monitor and maintain the office environment by:
 - a. Monitoring office supplies and re-ordering as necessary
 - b. Filing and disposing of records
 - c. Monitoring and maintaining the safety and security of the working environment.
- 9) To take part in regular supervision with line manager.

General Responsibilities:

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