

**The Training Exchange - Training programme administrator
Person specification**

	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 equal opportunities issues and confidentiality	Understanding of data protection
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
	Website and social media management and development	Marketing using web-based platforms
Skills	A good range of administrative skills including maintaining filing systems; typing; using a range of IT packages to include standard MS packages and MS Access, co-ordinating diaries, and dealing with telephone and other enquiries	
	IT and creative skills to promote services through website, e-marketing and other relevant media	
	Ability to work on own initiative with minimal supervision	
	Ability to prioritise and work under pressure	
	The 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	
	Positive and flexible approach to work	
	Methodical approach to carrying out duties	