

The Training Exchange

**Job Description: Training Programme Administrator
(Marketing and Promotion)**

Hours of Work: 16 hours per week

Salary £20 000

Responsible to: The Director

Specific Responsibilities:

- 1) To promote the Training Exchange's training programmes through effective communication with interested organisations and individuals.
- 2) To support the Director in marketing courses through the website, mailchimp mailings, social media, Google listings, conferences, external websites and other marketing materials.
- 3) To identify and contact new customers who might benefit from The Training Exchange services.
- 4) To develop and maintain IT resources: database, computers, emails, website, social media. To liaise with IT/computer specialists as necessary.

Responsibilities shared with other part-time administrator:

- 5) To maintain an overview of training, monitor course bookings, develop and maintain an ongoing course calendar.
- 6) 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
- 7) To report to the Director on levels of course bookings and any other issues that affect the quality of service delivery.
- 8) To produce or assist in the production of Training Exchange resources including handouts, publicity information and course outlines.
- 9) To deal with day to day correspondence including telephone calls, e-mails and letters.

- 10) 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.

General Responsibilities:

- 11) To take part in regular supervision with line manager.
- 12) To attend and participate in Training Exchange staff meetings, weekly administration meetings and organisational development sessions as required.
- 13) To actively promote and implement all Training Exchange policies.
- 14) To carry out any other duties mutually agreed by the post holder and the Director.