

Job description

Job title:	Programme Administrator	
Reporting to:	Managing Director	
Company objective:	To provide high quality training and management consultancy to clients at a competitive price	
Type of position:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Placement/Internship

JOB HOLDER'S OBJECTIVES:

The job holder must aim to successfully:

- ➔ Promote contact and manage relationships between the company, its clients, programme participants and suppliers.
- ➔ Provide administrative support for the development of training programmes and their delivery.
- ➔ Communicate progress, participate in company meetings, take minutes and action objectives from meetings.
- ➔ Provide support to the Development Director, Marketing Team, Consultants, Associates and colleagues.
- ➔ Maintain and update the organisation's sales database (Maximizer).
- ➔ Adhere to Company standards, policies and procedures.

KEY AREAS OF RESPONSIBILITY:

Promote contact and manage relationships between the company, its clients, programme participants and suppliers

The job holder is required to:

- ➔ Communicate effectively and regularly with existing clients and programme participants by 'phone, email and letter responding within 24 hours to all queries.
- ➔ Co-ordinate the visits of consultants and associates to potential clients and existing clients.
- ➔ Attend client and programme meetings, take and action minutes.
- ➔ Compile and produce accurate programme progress/ evaluation reports regularly for clients.
- ➔ Organise and prepare client evaluation of their programmes and attend client meetings keeping accurate notes and actioning minutes.

Provide administrative support for the development of training programmes and their delivery.

The job holder is required to:

- Schedule new programmes and update electronic planning software (TRapla) accurately.
- Arrange suitable venues (if necessary) for the delivery of programmes and carrying out venue checks well in advance to check that all equipment, room layout and details are correct.
- Maintain and update the learning management system (FlexiLearner®) for each programme/client.
- Complete job sheets for each event at least four weeks in advance and facilitate their signing by consultants/ associates.
- Pack correctly for each course so that it can be delivered to the consultant/ associate at least three working days before the event if being delivered on site.
- File course material away accurately, once returned from training sessions, within 48 hours and action tutor notes, adding notes to Maximizer and updating FlexiLearner®.
- Facilitate participants to complete the programme requirements to gain certification.
- Compile and maintain records of all participants' work required for external verification and liaise with the Managing Director and Accreditation Partner.
- Raise invoices correctly ensuring they are signed off by the relevant partner within 48 hours of completion of each training/ or consultancy event.
- Chase payments from clients and individual participants where necessary.

Communicate progress, participate in company meetings, take minutes and action objectives from meetings

The job holder is required to:

- Provide progress reports to partners at bi-weekly quality meetings.
- Participate and feedback results in operational, team, and programme meetings, whilst taking and actioning minutes.
- Report back during quality meetings on progress enlisting participants to projected programmes.
- Take clear messages and convey them to partners and colleagues for action where necessary.
- Maintain objective sheets and feedback results during monthly meetings.

Provide support to the Development Director, Marketing Team, Consultants, Associates and colleagues

The job holder is required to:

- Record all communications with potential, existing or previous participants accurately, concisely and legibly on the database (Maximizer).
- Respond to requests for information received via website/ telephone/ e-mail/ fax/ post and input full contact details to the appropriate folder on the sales database.

Maintain and update the organisation's sales database (Maximizer)

The job holder is required to:

- ➡ Maintain an accurate and structured database with details of all events, telephone calls and emails to clients, learners and trainers.

Arranging staff social events

The job holder is required to:

- ➡ Assist in organising social events amongst staff, such as Christmas meals and birthdays.
- ➡ Assist in induction of new staff and training of.

General duties and responsibilities

The job holder is required to:

- ➡ Answering the telephone and other communication in a clear and polite manner using the agreed corporate greeting.
- ➡ Responding to all written communication (including emails) within 24 hours.
- ➡ Dressing in smart casual attire Monday to Friday, unless visitors are expected where a semi-formal business style will be required.
- ➡ Adhering to Health and Safety requirements at all times.
- ➡ Adhering to equal opportunity policies at all times.
- ➡ Adhering to company I.T, social media and mobile phone policies.
- ➡ Being aware that behaviour which is deemed in any way disrespectful to other members of staff will be viewed seriously.
- ➡ Taking personal responsibility to maintain a clean and tidy environment.

WORKING CONDITIONS

- ➡ Office-based.
- ➡ Non-smoking environment.
- ➡ Occasional travel to courses and clients.
- ➡ Must be prepared to use own transport (if required).
- ➡ Flexibility to respond to clients/company needs.

The job holder will perform any other tasks which are required of them to assist the smooth running of the organisation.