



Job Title:	Training Administrator, Volunteer and Employee		
Reporting to:	Training Delivery Manager, Volunteer & Employee	Job Band:	Band 7
Direct Reports:	0	Size of Team:	21

As a Training Administrator you will be responsible for handling volunteer and employee enquiries, bookings and administration to support internal training. The successful candidate will have a demonstrable record of performing excellent administrative duties including prioritisation and time management skills in a customer focussed environment.

Key Responsibilities

- Field and respond to training enquiries by telephone, email and in person as required
- Assist with the production of the training schedule for volunteers and employees in the region
- Assist the training team in the day-to-day activities related to scheduling and preparation of training courses
- Administer training bookings and post-course activities in the region in line with the schedule
- Support the team to ensure that all systems containing training information are kept up-to-date (including MIS, DIPS, SABRE, MyData). Provide administrative support for people using those systems locally
- Ensure that supporting files/systems/documents in relation to SJA standards and mandatory external requirements are administered and reports are produced within set timeframes
- Ensure that training processes and procedures are adhered to across the team
- Provide general administrative service within the Training Delivery team and across the training directorate as appropriate
- The effective administration of team and other meetings as required, including the production of accurate minutes. Follow-up actions required by the team
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Require willingness to travel and attend meetings or events outside of regular office hours (some evenings and weekends)



BE PART OF A LIFE SAVING TEAM



Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C)	✓	
Experience		
Working effectively within a team	✓	
Undertaking administrative duties	✓	
Dealing with customer enquiries	✓	
Experience of working with volunteers		✓
Experience of working in a training function		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Excellent written and verbal communication skills	✓	
Ability to prioritise and show attention to detail	✓	
Ability to deliver excellent customer service standards in line with agreed targets	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

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