



## **The Centre for Emotional Health Job Description**

Job Title: Training Administrator

Hours: 37.5 hours per week

Salary: £26,395 per annum

Reports to the Operations Lead

### **Job Summary/Strategic overview**

To co-ordinate arrangements for and manage the administration of The Centre for Emotional Health training courses.

### **Line Management responsibilities**

None

### **Key Responsibilities**

- A. Training Administration
- B. Customer Relations
- C. General

#### **A. Training Administration**

Manage the administration of The Centre for Emotional Health's training courses. Ensure this process runs smoothly by:

- Booking venues, accommodation, and transport for trainings
- Liaising with team training commissioners, trainers, and colleagues to ensure all necessary arrangements are made pre-training and that venue requirements are met
- Disseminating information to trainers and the warehouse and finance teams
- Supporting the finance team to ensure open training places are invoiced and paid for in advance of training delivery
- Sending out database generated pre-training paperwork
- Managing the administration of open training bookings
- Setting up online trainings on Zoom and MS Teams and providing customers with the necessary links and attachments in advance of their training
- Booking technical support for online training courses on Zoom and MS Teams, and providing technical support as required
- Coordinating with trainers to update the training database following trainings as required
- Setting up and administering distribution of trainee feedback surveys for all trainings
- Processing all training feedback as required by type of training (i.e. open or team, online or face-to-face) and distributing to commissioners, freelance trainers, and programmes team as necessary
- Providing support to colleagues and freelance trainers in the use of the training feedback system.
- Keeping the training database accurate, maintaining customer, training, and venue records, and updating the database Auto Document service as required
- Updating monthly training statistics for all trainings
- Booking venues, accommodation and refreshments for annual trainer update days.

## **B. Customer Relations**

Maintain strong customer relationships, including:

- Liaising with customers to answer customer queries
- Approving requests to join the PGL Login section of The Centre for Emotional Health's website
- Updating training overviews when required
- Maintaining accurate records of customer interactions, sales leads, and customer information on the customer relationship management database
- Ensuring that training information on The Centre for Emotional Health's website and social media is accurate and up to date.

## **C. General**

- To take a share in answering the main phone line
- To manage the training@ inbox
- To be responsible for Premier Inn Business Account, including booking accommodation for The Centre for Emotional Health team when required
- To carry out any duties as requested by and agreed with the Chief Executive and commensurate with the post; to adhere to The Centre for Emotional Health policies and procedures.

## **Person Specification**

Essential Skills:

- Excellent administrative skills and strong attention to detail
- Strong written and verbal communication skills
- Excellent organisational and time management skills, with the ability to manage multiple tasks simultaneously
- Strong IT skills and experience, including proficiency in full Microsoft Suite (Word, Excel, Outlook, PowerPoint, Teams)
- Experience of using databases and/or CRM systems
- Experience coordinating bookings and events or training courses
- Responsible and self-motivated, with the ability to work on own initiative as well as part of a team
- Ability to handle confidential and sensitive information appropriately and in line with data protection requirements
- Confident and professional approach when dealing with customers and colleagues.

Desirable:

- Previous experience in training administration
- Experience supporting others with common technical issues in online meetings
- Experience of Canva, Adobe Acrobat Pro, and/or Zoom
- Experience of using WordPress CMS
- Knowledge of basic finance processes (e.g. invoicing, PO systems)
- A strong digital mindset and knowledge/understanding of the benefits of technology and digital transformation.