



JOB DESCRIPTION

Job Title: Training Administrator (Peer Support)		Updated Month/Year: August 2026
Directorate: Parent Services	Reports To Job Title: Training and CPD Lead	Location: Home based

Role Context:

NCT is the national charity for pregnancy, birth, infant feeding, and early parenthood, and each year we support over 250,000 parents on their unique journeys. We host thousands of community-based events across the UK including NCT Bumps & Babies, NCT Baby Cafés. Each year our volunteers, give more than 70,000 hours of outstanding community service.

We support parents to make informed decisions that feel right for them. We provide access to evidence-based information through our website, Parent Hub, and free Infant Feeding Support Line 365-days a year. Our charity has a proud history of creating transformative change in the lives of parents. We are a trusted voice, a reassuring presence and a strong advocate, campaigning on the issues that matter most.

Role Purpose:

This role sits within the Practice Team and primarily supports the delivery of Volunteer Peer Supporter training by providing essential, high-quality administration support for our commissioned services volunteer peer support projects.

NCT currently delivers commissioned services projects in multiple locations across England and Scotland. This role is an integral part of the successful delivery of these contracts, ensuring our peer support volunteers in the local communities have access to accredited learning as well as mandatory training.

The role provides essential administrative and operational support to NCT team members, including Service Delivery Managers who lead services in the local community as well as our Peer support trainers, who are part of NCT's practitioner body.

The role supports scheduling of cohorts, assigning trainers and learners to training, creating reports, maintaining learning platforms and data quality, maintaining volunteer mandatory training compliance, and assisting with accreditation processes.

Key Accountabilities/Duties:

Peer Support Training Administration

- Providing essential administration support to ensure the smooth delivery of Commissioned Services projects
- Creating, monitoring and maintaining cohort trackers for training and moderation purposes
- Data entry into systems such as Upshot, TalentLMS, Quartzweb
- Assigning courses to trainers
- Creating learners on our learning management system and assigning courses
- Managing learner licences on learning management systems
- Supporting with the compliance of our volunteer peer supporters to ensure all mandatory training is complete and in date.
- Identifying mandatory training renewal requirements, liaising with Service Delivery Managers and assigning training to learners.
- Scheduling Ongoing Training and Support sessions with trainers and tracking sessions
- Performing regular data integrity checks and maintenance on relevant platforms
- Creating, producing, adapting and distributing reports on a scheduled and ad hoc basis
- Provide support to peer support trainers in relation to queries arising from their training cohorts
- Administer accreditation processes with external partners (e.g. OCN London), including uploading moderation reports, downloading and issuing certificates to learners.
- Maintain and update training and development platforms, ensuring learning content, schedules and records are accurate and accessible.
- Track training and moderation completion using tracker documents and CRMs.

General

- Contribute to activities across the Training & CPD team as required.

Safeguarding Responsibilities

- Attend any training and meetings relevant to safeguarding duties to ensure effective and informed practice.

Role Dimensions:

Area of Responsibility	Details
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<i>Financial</i>	none
<i>Line Management Responsibilities</i>	none
<i>Key Stakeholders</i>	Training & CPD Lead, Programme Delivery Team Managers and colleagues, Practice & Quality Assurance Manager, Service Delivery Managers, Contracts Manager, Peer Support Trainers, Practice Team colleagues
<i>Governance Reporting Lines</i>	Training reporting Peer Support reporting
<i>Groups and Meeting Attendance</i>	Training, Practice team meetings Regular 1:1 with manager
<i>Safeguarding</i>	Attending meetings relevant to Safeguarding duties

NCT Culture and Working Practices:

Our Values - Welcoming, Collaborative, Inclusive, Bold, Trusted

Safeguarding and Health and Safety - The welfare and safety of individuals is at the heart of everything that we do. NCT is committed to safeguarding, Health and Safety, and promoting the welfare of children and adults and expects all staff to share this commitment.

Equity, Diversity and Inclusion - NCT is committed to social justice and equity. We are dedicated to being an anti-racist charity and believe that inclusion is everyone's responsibility. Being there for every parent requires bold action to challenge inequalities. By creating inclusive spaces and services that are built on collaboration and trust, we welcome and celebrate diversity and strive to meet the needs of the pregnant women, new parents, families and communities that we serve.

Declaration:

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and NCT reserves the right to update and/or remove certain elements. NCT endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION

Element	Details	Essential/Desirable
Qualifications		
Experience:	Proven background in a busy administration role Working in a process driven role Liaising and communicating with internal and external colleagues and contacts for example: Service Delivery Managers, peer support trainers, and volunteer peer supporters Accurate data collection, input and management Data extraction and report generation Mailbox administration including categorising, actioning and responding to emails. Experience of successfully working with diverse cultural groups. Use of Learning Management Systems and Customer Relationship Management platforms	E E E E D E D E
Skills:	Excellent administrative skills including written and verbal communication Efficient workflow management Confident communicator with a range of people including colleagues, practitioners, trainees etc Good judgement required in particular with prioritising workload, meeting deadlines, responding appropriately to queries and supporting colleagues, trainers and learners Confidence to handle sensitive data	E E D E D

Knowledge:	Excellent IT skills including Microsoft office suite, including SharePoint and Teams	E
	Experience/knowledge of learning management systems and CRMs	E
	Knowledge of working with accredited training projects.	D
	Understanding of NCT's strategic aims and services, including our commissioned services projects.	D
	Knowledge of the role of the peer support volunteer within NCT commissioned services projects	D
Personal Attributes:	Demonstrates a strong commitment to equity, diversity, and inclusion as core personal values	E
	Ability to manage competing demands on time and prioritise effectively.	E
	Methodical and organised, able to follow processes and work to deadlines.	E
	Ability to work on own initiative	E
	Excellent attention to detail	E
	Self-motivated and willing to contribute to success of overall team	E
	Ability to work as part of a home-based, remote team	E
	Creative approach to improving processes	D
	Solution focussed approach, adaptable and receptive to change	E



Other Requirements:	Occasional travel to in-person meetings	E
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The above details are indicative and intended to assist candidates and the recruiting manager with their shortlisting process and selection decisions.