

Training Support Officer - Application Template

Instructions

The template below is provided should you wish to prepare your answers in advance, which you can then copy and paste into the online application form. (You will need to download and save this document before using it.)

Here is the link to the online [Application Form](#) which must be completed by 23:59 on Wednesday 11th November 2026. Applications in other formats will not be considered.

The online application form asks for details of how your skills and experience meet the criteria for this post. Each answer you provide will be scored individually when short-listing, so we encourage you to provide different evidence of your experience for each.

A note on AI: While technology, including AI, can be a useful tool when preparing an application, we're most interested in getting to know the person behind the responses. The strongest applications help us understand your experiences, what motivates you, and how you think about the challenges and opportunities of the role. Please don't worry about crafting "perfect" answers. We'd much rather hear your genuine voice and perspective

Essential criteria

Relevant experience

Please describe your experience in a busy administrative, programme support or operations support role. Include how long you have worked in this type of role, the processes or systems you have been responsible for.

Co-ordinating programmes and managing competing demands

Tell us about a time when you co-ordinated a complex administrative process involving multiple people, bookings, resources and deadlines. How did you organise the work, keep records up to date, communicate with those involved and ensure everything was completed?

IT skills and learning new systems

Which Microsoft 365 & AI applications have you used, and how have you used them? Please describe a time when you needed to learn a new digital system or develop your IT skills to carry out your responsibilities effectively.

Accuracy and attention to detail

Tell us about a time when attention to detail was particularly important in your work. How did you ensure your work was accurate, and what steps did you take when you identified an error, an issue or something that needed resolving?



Reporting, problem-solving and improving processes

Please give an example of when you used information, records, reports or other data to identify an issue, monitor progress or improve a process. How did you analyse the information, communicate your findings to others and what was the outcome?

Supporting and working with volunteers

What do you think is important when providing administrative support to volunteers who give their time to support an organisation's aims? Please describe any experience you have of supporting volunteers or, if you have not done so before, explain how you would ensure volunteers receive a responsive, helpful and respectful service.

Working arrangements

This role requires attendance at team meetings in Birmingham city centre, approximately three times a year. Please confirm that you live within approximately one hour's travel time of Birmingham city centre and would be able to attend these meetings.

Desirable criteria

Managing external providers and service delivery

Please describe any experience you have of working with external service providers, freelancers or contractors. How did you co-ordinate arrangements, monitor delivery, resolve issues or ensure agreed actions were completed?

Online training

Please describe any experience you have of supporting or delivering successful online training programmes.

Online booking systems

Please describe any experience you have of using or administering an online booking or scheduling system. What responsibilities did you have, and how did you ensure bookings, cancellations, changes and communications were managed accurately?

Advanced Excel skills

Please describe your experience of using Excel to analyse information, produce reports or manage processes. Include specific examples of using formulae and calculations, pivot tables, charts or graphs, and explain how these helped you monitor activity, identify trends or inform decisions.