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| **Administration Coordinator - Business, Education and Training****Reporting to: Team Manager of Professional Education****Base: Roundhouse with travel of other College sites** |
| **Hours** 22.2 hours per week, 52 weeks per year**Contract Type** Support **Holidays** 20 per year subject to service increases pro rata **Salary:**  £21,069 per annum (FTE) pro rata  |
| **Job Purpose**  To provide Coordination for the College’s full cost training provision “Roundhouse Thinking” and the Team Manager of Professional Education in every aspect of the planning and execution of agreed events and full cost training.  |
| **Key Responsibilities** * **T**o support all aspects of the planning and execution of training events within Roundhouse Thinking
* To ensure customer service is first class from the initial enquiry through to post-event debrief, ensuring that quality standards are set, monitored and reviewed
* To work alongside preferred suppliers, participating in cross-team communications to ensure seamless training delivery
* To assist in the day to day running of RHT courses, including booking catering, welcoming delegates, managing e-learning delegate process and preparing resources
* To ensure all bookings are correctly recorded, including all income and costs associated with

training * To prepare correspondence for all RHT delegates and Associates
* To liaise with awarding bodies, employer partnership managers and businesses where appropriate recruit to all applicable guidelines, including bookings, enrolments, funding and certification
* To communicate with internal and external partners and stakeholders on training -specific details to minimise impact as and when required
* To ensure all venue bookings and catering requirements are undertaken
* To ensure that the delivery diary is accurately maintained, and all visual displays are maintained
* To maintain all survey analysis is accurate and timely
* To establish, develop and maintain lean administrative procedures / systems, ensuring adherence to quality, continuous improvement and consistency of College’s identity
* To carry out the full range of responsibilities of an administrator’s role whilst ensuring highly effective channels of communication are maintained with learners, staff, and other internal and external customers (invoicing, Business Reviews, Course Evaluation forms, Parking Permits)
* To contribute effectively to the development and implementation of all departmental policies and procedures
* To provide a professional customer service to both internal and external customers
* To ensure that quality standards are monitored and reviewed within the department
* To demonstrate flexibility in responding to changing demands in personal, sectional or college workload
* To support Risk Assessment protocols in all aspects of each event considering all eventualities, as required
* To undertake appropriate due diligence with third-party contractors/suppliers/exhibitors
* To ensure on-the-day event delivery goes to plan for all concerned, supporting stakeholders
* To be responsible for supporting daily operations including Contracts & Invoicing
* To ensure CRM is maintained daily
* To take responsibility for ones own professional development and continually update as necessary.
* To comply with Equal Opportunities policies and to assist in the development of Equal Opportunities.
* To comply with all Health & Safety, Child Protection & Safeguarding, Risk Management policy and legislation in the performance of the duties of the post.
* To take reasonable care of your own health, safety and welfare and that of any other person who may be affected by your actions or omissions whilst at work. You are also required to co-operate with the College to enable it to fulfil its legal obligations. Appropriate information, instruction, training and supervision will be provided to enable you to perform your duties in a manner that is deemed safe and without risk to health.
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| * To comply with all aspects of the Data Protection Act.
* To adhere to the College’s Computer Network Acceptable Use Policy.
* To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.

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| **Skills** **Essentials** * Must have good IT user/computer skills, literacy and numeracy with strong data base software knowledge
* Excellent organisational and effective communication skills at all levels, both verbally and written
* Excellent attention to detail and accuracy with ability to handle multiple tasks and provide completion on each
* Be able to take accurate and succinct minutes of meetings
* Excellent customer orientated interpersonal skills
* Excellent record keeping, electronic filing and data organisation skills
* Ability to manage time effectively working to tight deadlines in a pressured environment
* Able to work as an effective team member and be highly flexible/adaptable
* able to prioritise and make decisions using initiative

Able to work proactively and independently *

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| **Experience** * Experience of working in a customer-facing role, including handling queries and administration
* Experience of administration systems and processes, including the management of resources
* Experience of managing multiple tasks

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| **Qualifications** Essential* Level 2 English
* Level 2 Maths
* Level 2 ICT or evidence of ICT Competency

 Desirables or a willingness to undertake training within;* Customer Service
* Business Administration
* Management
* Information, Advice and Guidance

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PRINT NAME (IN CAPITALS): SC Name 1

SIGNATURE: SC Signature 3 DATE: SC Date 3