

Name:

Department: Membership & Training - Training

Grade: G2

Job Title: Training & Event Administrator

Immediate Line Manager: Jo Rathkey

Job Purpose

To provide efficient and effective administrative support to the Training Section and Event Directors for training events and activities, and to the MIG Manager for the MIG Meetings. To handle enquiries with a view to maximising business development opportunities & client relationships. The maintenance and development of key administrative systems to support successful delivery of training events.

Main Duties (including % of time spent)

- Progressing client registrations (acknowledgement, database, invoice) (25%)
- Delivery of administration for training events & MIG Meetings (liaison with clients/speakers, materials, venue requirements etc) (25%)
- Proactive pursuit of enquiries to enhance income & business development opportunities both in training and when covering Reception (15%)
- Effective communications within the delivery team and various stakeholders (15%)
- Resolving problems with both internal/external clients satisfactorily (10%)
- Providing effective cover on Reception as required (10%)

Knowledge, Skills & Experience

- Good standard of education (minimum of 5 GCSEs including English & Maths).
- Minimum of 2 years experience in a training or event administrator role.
- Excellent verbal & written communication skills.
- Fully proficient in the use of Microsoft Office and excellent key board skills.
- Excellent organisational skill with an ability to work to deadlines and under pressure.
- The ability to learn quickly and take on new tasks with the minimum of supervision.
- Proactive can do attitude, ability to sell Campden BRI training services.

KEY TASKS & RESPONSIBILITIES

1. Communications

- Verbal and written communications with internal/external clients.
- Imparting accurate information.
- Proactively selling training services.

2. Analytical Skills & Creativity

- Prioritisation of deadlines, meeting the demands of multiple customers' needs to ensure all clients receive same level of service.
- Assessment of course viability and communicate to Training Manager/Event Directors.
- Ability to think creatively about selling full range of training services eg recommendations on discounts, steering clients to alternative training options to maximise sales.

3. Management of Activities

- Responsible for administrative requirements for a suite of training events.
- Planning own workload to provide consistency of delivery.
- Ensuring that systems are fit for purpose and making recommendations for improvements.

4. Management of People

Divisional Director - Head of Department - Section Manager - JOB HOLDER

- Manage cross divisional staff in the delivery of training programmes

5. Management of Finance & Resources

- Purchasing of office supplies.
- Reconciliation of course income and expenditure (inc exam papers, hotel invoices, speakers fees and expenses).
- Negotiating best price for course expenditure eg accommodation, transport, catering

6. Autonomy & Accountability

- Personal responsibility for the administration of allocated training events.
- Accountable for the effective delivery of excellent customer service in conjunction with the Event Director.
- Ability to work independently and largely autonomously within a team structure.

7. Working Environment

- Campden BRI based, with infrequent trips to local external training venues to support events as necessary.

8. Other designated job roles (Please tick those applicable)

Quality Co-ordinator
 Safety Co-ordinator
 First Aider
 First Aid Leader
 Fire Officer
 Fire Leader
 Software Co-ordinator
 Trained internal Auditor
 Equipment Officer
 Departmental Archivist
 Hygiene Manager
 Process Hall Manager
 Event Director
 Risk Assessor
 Biological Safety Officer
 Safety Representative
 Safety Committee Member
 Sample Receipt Steward
 Authorised Driver (in line with Car Policy)

DSE User - yes**Manual Handler****Signed & Dated**

Job Holder Date

Line Manager Date