

**Name:**

**Department: Training**

**Grade: G2**

**Job Title: Training & Events Administrator**

### **Job Purpose**

To provide efficient and effective administrative support to the Training Section and Event Directors for training events and activities. 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)**

- Delivery of administration for training events (liaison with clients/speakers, materials, venue requirements etc) (30%)
- WebEx hosting - supporting training delivered online by acting as host for online courses. This includes dealing with delegate issues in logging in, posting polls and creating breakout rooms as required by the online Trainer. Greeting delegates virtually on arrival and explaining platform functionality. (15%)
- Progressing client registrations (acknowledgement, database, invoice) (15%)
- Proactive pursuit of enquiries to enhance income & business development opportunities (15%)
- Effective communications within the delivery team and various stakeholders (15%)
- Resolving problems with both internal/external clients satisfactorily (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.
- Sound commercial/business development awareness
- Excellent verbal & written communication skills.
- Fully proficient in the use of Microsoft Office and excellent key board skills.
- Experience of Customer Relationship Management Database desirable
- Experience of business communication platforms desirable (eg WebEx, Microsoft Teams, Zoom)
- 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.
- Self-starter, motivated and resilient
- Confident and able to “think on feet”
- Ability to work independently and in a team
- Ability to pick up functionality quickly for new technology (eg WebEx)

### **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**

Commercial Director - 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 .....