



## Job description

# Training and qualifications administrator

### Main purpose of job

The main focus of this post is the day to day organisation of training courses for practitioners, and the administration of accreditation both for practitioner training and for Peep Progression Pathway parents/carers, as part of the Training and Accreditation Team. In addition, the post holder will undertake other work of an administrative nature for members of the management team including support for specific People projects. The role requires a flexible and positive approach, and a willingness to learn new skills and adapt to the needs of the organisation.

### Key Performance Areas

#### 1. Administration of training and accreditation

- 1.1. Implement administrative systems to ensure the smooth delivery of a range of training courses for practitioners delivered across the UK and Ireland, including making practical arrangements with course organisers, venues and trainers.
- 1.2. Implement administrative systems for practitioner and parent accreditation.
- 1.3. Provide administrative support to the Training and Accreditation team.
- 1.4. Generate and process invoices related to the delivery of training and accreditation working closely with the Finance Manager. For example: issue invoices to delegates, chase up payments, process purchase invoices and monitor expenditure.

#### 2. Database and communications systems

- 2.1. Input training and accreditation information onto various record keeping systems including the training database and spreadsheets.
- 2.2. Work with other members of the Training Team to develop and improve communications systems, for example the Customer Relationship Management (CRM) system.
- 2.3. Produce reports based on data input.
- 2.4. Update information on the People website including preparation and formatting of documents for uploading to the website.

#### 3. Resources

- 3.1 Process orders from customers for People publications and other learning resources which support the programme and ensure they are packed and dispatched promptly.
- 3.2 Generate invoices and ensure invoices are paid.
- 3.3 Organise printing and ordering of resources including seeking copyright permissions where required.

People – supporting parents and children to learn together

#### 4. Project and general administration

- 4.1. Set up and implement administrative systems for new projects or new areas of work as required including both local and national programme delivery
- 4.2. Take responsibility for general office administration in one or more areas, for example, health and safety, intellectual property rights, facilities.

#### 5. Other responsibilities

- 5.1. Work flexibly with other administrative staff in Peeples and support the general administration needs of the organisation.
- 5.2. Implement all Peeples policies including health and safety, equal opportunities, confidentiality and data protection.
- 5.3. Undertake other duties as required consistent with the skills and experience required by this post.

## **Summary of main terms and conditions of employment**

1. Hours: 22.5 hours per week worked over 3, 4, or 5 days (subject to an agreed regular pattern). There is some potential for flexibility around exact weekly hours and/or reduced hours in school holidays.
2. Location: the post is based at the Peeples Centre on the Oxford Academy Campus in Littlemore, Oxford.
3. Probationary period: 6 months
4. Annual leave: 6 weeks paid holiday per annum pro rata plus 8 bank holidays pro rata.
5. Salary from £20,970 p.a. pro rata
6. Peeples's chosen pension provider is 'The People's Pension'. Auto-enrolment rules apply. Further details available on request.
7. We will need to see original copies of relevant qualifications and proof of your eligibility to work in the UK.

## Person Specification: Training and Qualifications Administrator

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ol style="list-style-type: none"> <li>1. Using administrative systems, ideally as an office administrator</li> <li>2. Taking responsibility for an area of work</li> <li>3. Using databases and spreadsheets</li> <li>4. Preparing financial and/or numerical information</li> </ol>	<ol style="list-style-type: none"> <li>5. Training and/or accreditation administration</li> <li>6. Setting up and managing databases</li> <li>7. Using CRM (Customer Relationship Management) system</li> <li>8. Updating web-pages/ uploading documents etc.</li> </ol>
<b>Knowledge and Understanding</b>	<ol style="list-style-type: none"> <li>9. Interest in working for a charity</li> <li>10. Interest in early education and the aims of People</li> <li>11. Equal opportunities awareness</li> </ol>	<ol style="list-style-type: none"> <li>12. Back-end understanding of databases.</li> </ol>
<b>Skills and attributes</b>	<ol style="list-style-type: none"> <li>13. Well-organised and efficient approach to work, including appreciation of the importance of systems, accuracy and attention to detail</li> <li>14. Ability to be flexible and co-operate with other staff, as part of a small team</li> <li>15. Helpful and friendly manner both face to face and on the telephone</li> <li>16. Ability to communicate clearly both verbally and in writing</li> <li>17. Ability to take initiative and adopt a problem solving approach; analytical skills</li> <li>18. Excellent IT skills</li> <li>19. Ability to produce numerical reports</li> </ol>	
<b>Qualifications</b>	<ol style="list-style-type: none"> <li>20. 'A' level(s)/ level 3 (or equivalent)</li> <li>21. GCSE Maths and English (grade 4-9/old A-C) or evidence of equivalent skill level</li> </ol>	<ol style="list-style-type: none"> <li>22. Degree or equivalent experience</li> </ol>