

## **TRAINING SUPPORT ADMINISTRATOR – Fixed Term, Part Time (BHF National Centre for Physical Activity & Health)**

**Job Ref: REQ16621**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### **Job Description**

**Job Grade:** Administrative Services Grade 3

#### **Job Purpose:**

To work as part of the administrative team to provide support for the organisation of training courses for the BHFNC.

To perform a range of administrative duties including, typing, entering data to surveys and spreadsheets, photocopying, co-ordinating meetings, organising postage and packaging of materials, booking facilities, arranging travel and accommodation, processing course bookings, managing purchasing and expenditure requests and taking minutes at meetings.

#### **Job Duties:**

1. To respond to telephone and email enquiries regarding training courses and general centre enquiries.
2. To organise training courses which includes liaising with course tutors to agree training dates, booking venues and catering, collating and preparing training resources and materials, booking tutor accommodation and transport.
3. To organise and co-ordinate internal and external meetings, book rooms, train tickets, hire cars and accommodation, purchasing and expenditure requests.
4. To process training applications, including online shop administration, orders for training resources and maintain accurate records of all transactions.
5. To provide on-going liaison via email with trainers and other relevant training partners.
6. To liaise with media services to obtain printing quotes for course materials.
7. To deal with requests for commissioned courses and to provide follow-up written quotations.
8. To liaise with the communications manager training course leads to update marketing materials for relevant training courses and to support the promotion of these courses through a range of networks.
9. To process training evaluation forms, enter data onto survey monkey, extract and summarise data and produce basic evaluation reports.
10. To follow up training participants by e-mail to obtain feedback on actions listed on 'Make Today Count' Evaluation forms
11. To review training processes and make suggestions for improving processes.
12. To regularly update line manager and training leads to any changes to systems and documentation

13. To send out emails and e-alerts to database members as and when requested by BHFNC information services team.
14. To assist when necessary with registration and support at centre courses, seminars and conferences.
15. To provide cover for other administrative colleagues at busy times and in the case of annual leave or absence.
16. Where necessary assist with course set-up and co-ordination of refreshments
17. To support the Assistant Director with conference administration where required

**General Administration (to be added to all roles)**

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff, but will also include external organisations and parents.
2. To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
3. To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
4. To ensure compliance with relevant University policies and procedures.
5. To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager.

**Points to Note:**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

**Special Conditions:**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

**Organisational Responsibility:**

Reports to the Director and Primary Care Project Manager, BHFNC

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### ESSENTIAL CRITERIA

Area	Criteria	Stage
<b>Experience</b>	Previous administration experience in a busy office environment	1,3
	Experience of establishing and maintaining accurate electronic records	1,3
	Experience of working individually and as part of a team	1,3
<b>Skills and abilities</b>	Excellent organisational/communication skills	1,3
	Excellent IT and internet skills, including Word, Access, Project/Excel	1,3
	Confident telephone manner	1,3
	Ability to work independently and as part of a team	1,3
	Able to prioritise workload in order to meet deadlines in consultation with line manager	1,3
	Ability to produce highly accurate work	1,2,3
	Ability to problem solve and contribute to finding solutions to challenging issues	1,3
<b>Training</b>	A willingness to undertake further training as appropriate	1,3
	A willingness to adopt new procedures as required	1,3
<b>Qualifications</b>	GCSE Grade C or equivalent in English and Mathematics	1
	Microsoft Word and Excel	1
<b>Other</b>	Willingness on occasions to work outside normal working hours	3
	To observe the University's Equal Opportunities policy at all times.	3
	Monitor and work within University Acceptable Use Policy (AUP).	3

### DESIRABLE CRITERIA

Area	Criteria	Stage
<b>Experience</b>	Experience of liaising with a range of professionals	1,3
	Experience of processing purchase orders	1,3
	Experience of arranging and administering training courses	1,3
<b>Skills and abilities</b>	Ability to use survey monkey	1,3

## Conditions of Service

This part-time position (25-hours per week) is offered on a fixed-term contract to 31<sup>st</sup> July 2017. The salary will be within Administrative Services Grade 3 (£16,618 - £18,940 pro rata); starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

## **Informal Enquiries**

Informal enquiries should be made to Elaine McNish, Director – BHF National Centre by email to [E.F.McNish@lboro.ac.uk](mailto:E.F.McNish@lboro.ac.uk) or by telephone on 01509 226424

## **Applications**

The closing date for receipt of applications is **Sunday 27<sup>th</sup> November 2016**.