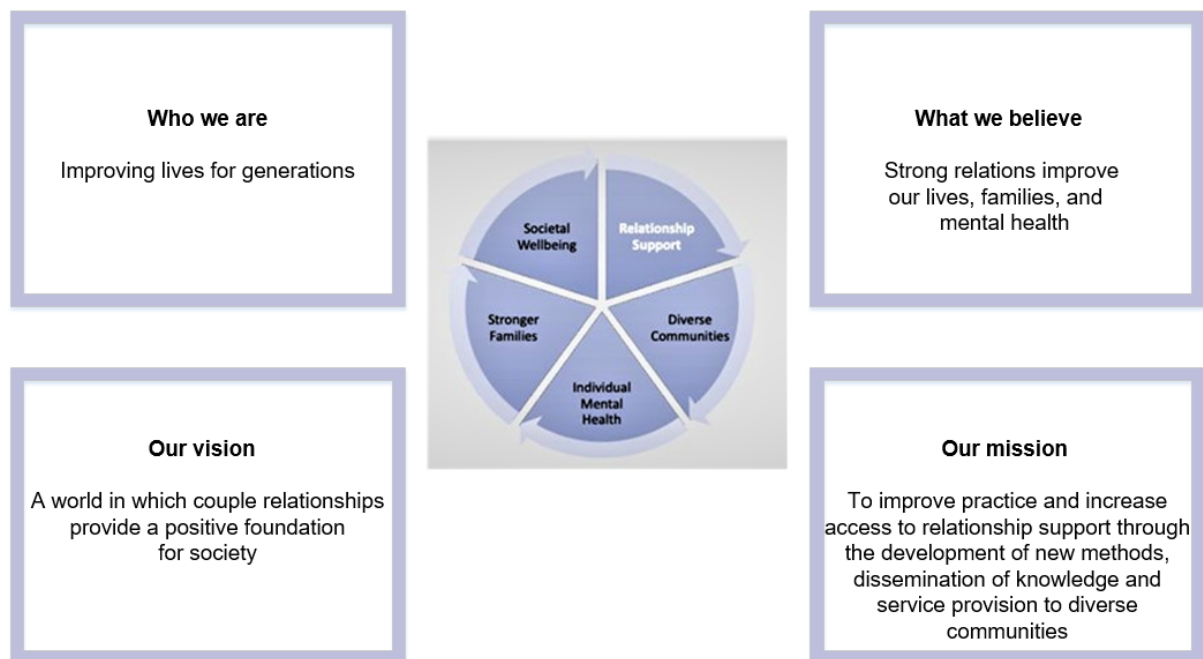


JOB DESCRIPTION

Job title	Training Programme Administrator
Department	Training Operations
Line manager	Training Operations Manager
Direct reports	Nil
Appointment type	Fixed term contract – up to one year
Remuneration	Pro Rata £22,500 - 25,000 per annum
Key relationships	Associate Director of Strategy, Programme Managers and Training Operations Team. External commissioners and funding bodies including government and local authority commissioners, NHS and Health Education England
Hours of work	Part time 0.5 FTE (18.75 hours per week) Flexible working days and times (Monday to Saturday) to meet training calendar
Location	(On site) London

About us

Tavistock Relationships has been improving lives for generations. We believe that strong relationships improve our lives, families, and mental health.



Our values

- A belief in the importance of family stability and emotional security.
- A commitment to social justice, inclusivity, and diversity in every area of our work.
- A belief in the importance of intellectual curiosity and rigour.

- An aspiration to be a learning community – growing understanding and being open to new ideas, developing new ways of working.
- A commitment to promoting excellence in the delivery of our services.

Purpose of the role

The Training Programme Administrator works as part of the Training Operations Team to provide excellent administrative support to TR’s training and courses programme. Working closely with the Contract and Commissioned Training Coordinator, the role has a particular focus on ensuring the smooth administration of commissioned trainings.

Key Areas of Responsibility

Supporting Training Delivery	<ul style="list-style-type: none"> • Providing excellent administration to support the smooth running of training courses and events delivered both online and on-premises. • Acting as the first point of contact for potential training participants, responding to enquiries in a timely and engaging manner, to positively promote TR courses and events. • Supporting the enrollment of training participants onto courses, including processing applications, invoicing and trainee onboarding processes. • Maintaining accurate records of events and participant information. Providing delivery data to Programme Managers as required. • Working with course leaders to ensure training documents are produced and distributed in a timely manner. • Supporting the evaluation of courses by ensuring participant feedback is collected at the required timepoints. • Sending out participant certificates and administering course closing processes. • Set up training rooms, including physical room set- up (moving tables and chairs) and digital set-up (audio visual, Zoom) • Attend and provide administrative support to programme meetings as required. • Supporting timely invoicing of training courses
Stakeholder engagement	<ul style="list-style-type: none"> • Support the development and maintenance of positive, collaborative working relationships with all staff, participants, and commissioners. • Support the promotion of training courses by maintaining mailing lists and sending our promotional material as required (Mail Chimp).
Digital Capabilities and User Support	<ul style="list-style-type: none"> • Actively support the development of a digital culture by supporting trainers with using digital tools, including Zoom and Microsoft Office 365. • Maintain and update course areas on TR’s student learning hub (Moodle) and providing appropriate support to staff and student users. • Maintaining and updating training course information on TR’s website. • Assist programme leaders to draft promotional content for the programme for use in organisational digital media and communications activity.

	<ul style="list-style-type: none"> Supporting Trainers to use AV
Collaboration & team development	<ul style="list-style-type: none"> Be a key member of the training operations team and contribute to the achievement of TR's Training strategy and objectives. Actively collaborate with colleagues across TR to ensure effective delivery of training activities. As part of the wider operations team, providing front of house cover on a rota basis to welcome clients/therapists at TR's clinical premises.
Corporate responsibility	<ul style="list-style-type: none"> To engage and promote TR's core values including equality, diversity and inclusion. Maintain a social media profile and presence that is aligned to TR's core values and position as a training centre of excellence. Act in accordance with TR organisational policies, including data protection and health and safety policies.

Skills and Experience

- Experience in a customer facing role with good interpersonal skills and the ability to work with a wide range of people.
- Proven administrative experience in a demanding environment, ideally in an educational/training setting.
- Excellent organisational and time management skills, with the ability to plan ahead. Able to manage competing demands.
- Proactive, able to work well both under own direction and as a member of a team.
- First class communication skills- both verbal and written and the ability to share information with stakeholders in a clear and engaging manner.
- Proficient in using Microsoft Office 365 software and confident using a range of digital platforms e.g. Zoom.
- Previous experience in providing user support for IT platforms and digital systems.
- Self-motivated, ability to work under pressure and be highly responsive.