# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Training Administrator

# DEPARTMENT: Adult Social Care and Health

# LOCATION: Eastbourne

# GRADE: Single Status 4

# RESPONSIBLE TO: Senior Training Administrator

# Purpose of the Role:

# To provide an efficient and effective training administration service within the Adult Social Care training team.

# Key tasks:

1. Working as part of a team to process training courses using the East Sussex Learning Portal (ESLP) learning management system, keeping accurate course spreadsheets.
2. Completing tasks within prescribed timescales to ensure course information on ESLP is up to date at all times so that participants and trainers can access up to date course and booking information, attendance lists, certificates and evaluation forms as required.
3. Identifying training courses for promotion and preparing emails to circulate details to relevant audiences.
4. Dealing with cancelled training places and offering them to other delegates to maintain course numbers.
5. Booking and liaising with venues (including refreshments and equipment) and ensuring they are aware of the numbers attending each course.
6. Liaising with trainers and venues to ensure the smooth running of training programmes.
7. Arranging alternative facilities where necessary for attendees with specific needs, to ensure equality of access to training.
8. Maintaining accurate records of who has attended each course to ensure that training data is accurate and up to date for use in strategic training planning.
9. Responding to email and telephone queries from customers. Responding to requests for support from customers in using the East Sussex Learning Portal.
10. Producing reports and statistics from East Sussex Learning Portal e.g. staff training records, evaluation reports and attendance/cancellation statistics as requested.
11. Responding to queries from trainers and venues about invoices. Processing invoices within prescribed timeframes as required.
12. Covering the reception desk at ESCC venues as required on dates when training is taking place. This is to include ensuring the training room is set up at the start of the day, welcoming delegates, ensuring refreshments are ready for breaks, and that the room is tidied at the end of the day.
13. Supporting the Training Team with any other tasks as appropriate to ensure the training programme runs effectively.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# JOB TITLE: Training Administrator

# GRADE: Single Status 4

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Able to communicate concisely, verbally and in writing using plain English to convey clear messages.
* Able to deal with telephone queries, liaise with managers, staff and members of the public and write basic emails/letters.
* Sound interpersonal skills, e.g. diplomacy.
* Able to learn new tasks quickly and accurately, and work as part of a team.
* Highly computer literate with good keyboard skills.
* Methodical and organised approach to work.
* Ability to prioritise work to meet deadlines.
* Numerate, able to understand and process spreadsheets and invoices.
* Attention to detail.
* Excellent customer service skills.
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# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * GCSE Grade C+ or equivalent in English.
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# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Understanding of ESCC services.
* Understanding of Council’s vision.
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# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Experience of using Microsoft Word, Outlook and Excel and supporting others to use these programmes.
* Experience of using databases/systems to process information.
* Experience of working in a busy office environment.
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# Desirable experience

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| These criteria will be assessed at the application and interview stage |
| * Relevant experience in a training environment
* Experience of using ESLP or other learning management system
* Experience of using SAP or equivalent.
* Experience of supporting others to use databases, MFDs, laptops and projectors.
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# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Commitment to equal opportunities.
* Self-motivated, positive approach.
* Team worker.
* Customer orientated.
* Flexible attitude/approach to work.
* Ability to work calmly, accurately and to deadline in a fast-paced environment.
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# Other desirable criteria

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| These criteria will be assessed at the application and interview stage |
| * Ability to use initiative and exercise discretion within a framework of policies and procedures
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**Date (drawn up): 10/12/2019**

**Name of Officer(s) drawing up person specifications:**

**Job Evaluation Reference: 9445**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |