

JOB DESCRIPTION

SECTION 1

Basic data

Job Holder:		Job Title:	Training Administrator
Reports to:	Head of Business Operations – PE	Job Location:	Canterbury/Home Based
Department:	Admissions and Operations	Job Family:	Support

SECTION 2

DEPARTMENT STRUCTURE

Please see Appendix A attached.

SECTION 3

OVERALL JOB PURPOSE

The Training Administrator is responsible for providing administrative support for training activities within Professional Education and the associated Research Centres for The London Institute of Banking & Finance.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

Monitor and answer email traffic through the training boxes
Monitor programme registration and attendance, collating and cascading appropriate reporting as required
Liaise with internal and external stakeholders for the planning and scheduling of training programmes
Update our Learning Management System with appropriate course information
Create and send email communications to candidates containing programme information and to confirm receipt of payment
Create and send Zoom or Teams invites to candidates, trainers and speakers for programme sessions
Submit requests to our Learning Provision Team for content updates, Digital Badge and Certificate production and Forum Post updates
Ensure records for new trainers that have been onboarded are complete and kept up to date
Ensure all documentation and data on our Global Training Hub is kept up to date
Liaise with our HR team to request contracts and instigate DBS checks for trainers
Liaise with Finance and the Head of Operations to arrange payment of trainer invoices
Support in the scheduling of trainer CPD sessions and onboarding
Collate and cascade programme survey information
Collate and cascade candidate results, updating our Learning Management System as required
Undertake such other activities that may be reasonably requested

CONTACTS AND INFLUENCE EXERCISED

The nature of this role has the potential to influence the reputation of the organisation as it will involve contact with external corporate stakeholders, freelance trainers and business partners.

DECISIONS

Indicate the level which best describes the job holder's involvement in the decision making process:

Follows written and verbal instructions and established guidelines	X
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	
Acts as final authority to approve policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	X
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance / ProShare objectives	

PERSON SPECIFICATION

Qualifications, knowledge and professional memberships	Essential / Desirable?	
English Language and Mathematics GCSE (grade C or above)	Essential	
Business Administration Qualification	Desirable	
Technical competencies (skills and experience)	Essential / Desirable?	
Ability to react positively to changing priorities	Essential	
Ability to manage own time driven schedules	Essential	
Strong organisational and administrative skills	Essential	
Significant experience and working knowledge of Microsoft Office	Essential	
Excellent communication skills appropriate to the audience and method of communication	Essential	
Keen eye for detail and level of accuracy	Essential	
Experience of working in a training or education environment	Desirable	
Experience of Microsoft Teams and Zoom meeting platforms	Desirable	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or Enhanced
Communicating effectively	E	C
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

Signed
JOB HOLDER

Date

Signed
LINE MANAGER

Date

Appendix A

