**Job Description & Person Specification**

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| Position: | Training Administrator | Division: | DHU 111 |
| Location: | Orbis Building, Pride Park, Derby | Reporting to: | Training & Development Manager |

Role overview

The training administrator will support the training team and training management in the daily administrative functions essential for the smooth operation of the department. This role is pivotal in ensuring that training processes are efficient and that all necessary documentation and data management tasks are completed accurately and on time.

This is a full time position, standard office hours apply but occasional flexibility required to meet training schedules.

Key Areas of Responsibility & Accountability

* **New starter management**: Create, organise, and maintain folders for new starters, ensuring all necessary documentation is prepared and filed correctly.
* **Communication with trainees**: Contact with trainees prior to starting training to ensure they have successfully logged into DLS and they have started their pre-module learning. Also required to contact trainees to communicate any requirement for shift changes.
* **Digital Learning Solutions Trainee Management**: Oversee candidate management on the digital training platform, including enrolling candidates, tracking progress and resolving any issues.
* **Training material preparation**: Print, scan, and prepare training materials as needed, ensuring all resources are up to date and available for training sessions.
* **Coach plan alteration**: Assist in the alteration and updating of coaching plans to reflect current training requirements and schedules.
* **General administrative support**: Undertake any other reasonable duties as assigned by the training manager to support the training team effectively, duties may include (but are not limited to) taking pictures of new staff for smartcards, collecting ID.
* **Data Input**: Accurately input and maintain training-related data in various systems and databases.
* **Reception cover**: Cover may be required in the event of the reception admin team suffering from short notice absences.

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

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| Qualifications | * Minimum of GCSEs in Maths and English or equivalent |
| Experience | * Previous working experience in a related field * Previous experience of working with the public in a busy environment * Communication with a variety of people * Computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media |
| Skills and knowledge | * Effective communication skills with a variety of media and all levels of staff with the company as well as external agencies * Attention to detail * Ability to use initiative * Excellent and accurate record keeping * Good at problem solving * Listening skills * Effective time management – strong organisational skills * Ability to maintain strict levels of confidentiality |
| Job circumstances | * Commitment to role * Flexibility to meet service/rota needs |
| Personal qualities | * Proven team player * Sense of humour |

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |