

Job Description

Post: Training Assistant

Grade: 5

Centre: HQ, Slimbridge

Directorate: Support Services

Reporting to: Training and Development Manager

What we need you to do:

Provide comprehensive administrative support in an efficient and effective manner to the Training and Development function. To include being the first point of contact and providing a high level customer service for training and development related queries across WWT.

Hours worked: 21 hours per week (3 days of 7 hours, days flexible but to include a Friday)

We work together for a positive future:

- To support the Training and Development Manager with administrative tasks such as receiving and responding to training related enquiries, organising training materials, filing and archiving of records; electronic and paper records.
- To support in the planning, co-ordination and delivery of training events to include the booking of venues, corresponding with trainers and delegates, preparing and distributing joining instructions and training materials, and collating feedback.
- To maintain and update training and development records, ensuring all electronic and paper based held data is accurate, up to date and compliant with the data protection legislation, providing metrics and reports as and when required.
- Working with colleagues across WWT to ensure training and development initiatives and administrative processes are effectively utilised.

We are Resourceful Pioneers:

- Work with the Training and Development Manager to source suitable and cost effective training and development solutions.
- Work with identified training providers to ensure delivery of suitable learning solutions.

We Do Conservation:

- Ensure appropriate communication by maintaining the Training and Development pages on Netlands, as well as the use of email, posters etc. to enable WWT wide access to training and development information, provision and schedule.
- Optimise solutions offered by technology in the delivery of training and development.

We Shape Unforgettable Experiences:

- To assist in driving a culture of self - learning, knowledge sharing and continuous development throughout the employee, casual worker and volunteer life cycle.
- Support the delivery of assigned development related change projects as appropriate.

This role may include occasional travel. In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time. From time to time this post may require a change in working pattern to accommodate business need.

Date Raised: February 2017

Date Amended: July 2019

Person Specification

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1. Qualifications

Essential:

- Educated to GCSE level or equivalent to include Maths and English

2. Experience

Essential:

- Excellent working knowledge of office administration systems, particularly MS Office, Word and Excel
- Previous experience of working in a busy administrative role and working to deadlines
- Demonstrable office/administration skills including drafting correspondence and telephone skills
- Experience in dealing confidentially with customers
- Experience of maintaining computerised systems

Desirable:

- Experience of working with MS Powerpoint
- Experience of working within a Training department

3. Managerial & Supervisory

- This role does not have line management or supervisory responsibility.

4. Responsibility

Essential:

- To ensure that Training and Development records and course bookings are accurately kept up to date at all times
- To be able to prioritise workload on a day to day basis and be able to work on own initiative
- To ensure that training events are set up in a timely, professional and proficient manner
- To ensure that all customers, both internal and external, receive excellent customer service throughout the training and development process

5. Creative Ability

Essential:

- Ability to be flexible and prioritise own workload according to the needs of the team
- Excellent organisation and time management skills, and a proactive approach to your work
- Confident to challenge and offer potential solutions in order to promote continuous improvement

6. Contact

Essential:

- Excellent all round interpersonal and communication skills
- A commitment to excellent customer service
- Must be confident in dealing with a wide range of contacts at all levels within the organisation and outside bodies
- Embraces team working and naturally works in an inclusive manner

General Notes

The nature of this post encompasses access to personal data and confidential documentation means that a high degree of personal integrity and discretion is required at all times.