

Job description for Learning & Development Administrator

Job purpose

1. To actively assist SHARE achieve its goals in the delivery of learning & development and organisational development products and services, membership promotion and income generation
2. To carry out effective administration of all educational and training courses and programmes, e-learning, conferences and other events, organisational development activities and membership
3. To promote SHARE membership, products and services
4. To develop and maintain excellent relationships with SHARE customers
5. To ensure the smooth running of the SHARE office and provide effective and high quality admin support to all SHARE staff

Main Responsibilities

Administration of all education programmes, training, e-learning, events and organisational development

Maintain and update database records and generate reports from database, including financial reports

Deal with all administrative aspects of educational programmes, training courses, e-learning and events including:

- Inputting details, financial information and costings on the database
- Taking and dealing with bookings and managing relationships with organisational bookers
- Dealing with customer enquiries
- Liaising with and managing the relationship with delegates
- Liaising with trainers, speakers, venues, exhibitors regarding equipment, accommodation, travel, rates, catering
- Preparing materials including badges, delegate information packs.

Process, ensure completion, within timescales, and accuracy of all paper work in respect of accredited courses and organisational development

Liaise with and provide relevant reports for all accrediting bodies in line with Frameworks, contract rules, timescales and other requirements including external audit

Ensure on-going contact with accredited course candidates, ensuring logging of, and turnaround of, assignments within timescales with accurate records kept

Promote SHARE membership, products and services

Support the work of the Marketing & Events Manager by promoting SHARE's educational programmes, training courses and events, membership and other products and services by:

- Ensuring publicity distributed and all mailing and e-mailing schedules are met
- Producing information for SHARE's learning & development promotional materials, SHARE news and other materials
- Ensuring SHARE's website is well maintained, accurate and up to date
- Ensuring an active social media presence

Deal with enquires about SHARE membership and be involved in membership promotion initiatives as necessary

Carry out, as directed, sales calls to promote SHARE's products and services

Relationships with SHARE customers

Represent SHARE in a professional manner at all times to members and other customers and develop and maintain excellent relationships with them

Help improve SHARE's products and services by carrying out, with appropriate direction, customer surveys; analysing and reporting on course and event evaluations, using SurveyMonkey or other, and other feedback from customers

Respond to telephone, letter, fax, e-mail and face-to-face enquiries from SHARE members, other customers and other external individuals and organisations, within agreed timescales

Support for SHARE

Ensure a high quality, effective and efficient administrative service supporting all SHARE staff and including:

- Ensuring adequate supplies of office stationary in place and ensure the maintenance of all office equipment
- Collation of staff sickness and holiday records

Produce monitoring information for SHARE's Executive Committee, annual reports, Strategic Plan, SHARE budgets and other purposes

Organise Executive Committee meetings and other events:

- Ensuring provision of catering, equipment, accommodation and travel for members organised
- Ensuring all Executive Committee minutes and papers are formatted, accurate and disseminated to all Committee members and staff

General

Provide support and consistent and timely feedback to all SHARE staff

Manage one's own workload, using own initiative and prioritising tasks

Maintain and enhance one's own knowledge of housing and learning & development

On occasion, and by agreement with line manager, work outwith 9 to 5 and attend events, including residential events, such as SHARE's AGM and annual conference as required

Carry out any other duties, as may be reasonably, asked of you by SHARE'S Director