

JOB DESCRIPTION

TITLE SHORT COURSE ADMINISTRATOR

HOURS PER WEEK 22

ACCOUNTABLE TO SHORT COURSE MANAGER

RESPONSIBILITIES

Oversee and ensure the effective day to day performance of the short course programme

- Liaison with trainers, purchasers and course participants for course booking, information and support
- Timetabling and booking of courses and venues
- Supply of course materials and equipment for venues
- Preparation of rooms and refreshments when required
- Maintenance of trainer, customer and course participant database (and other records) and certificates
- Maintenance of participant and trainer evaluations
- Preparation of information for invoicing and payments
- Preparation and issue of certificates

The development and review of short course programmes and their administration

- Fine tuning of existing procedures and formulation and establishment of new procedures
- Market research and provision of short course performance statistics
- Administration of Short Course Directors meetings, with responsibility for minutes
- Input to the development of short course strategy as required

Other responsibilities

- Reception cover
- Attendance at all meetings applicable to the position as set out in TfC's internal meetings structure
- Undertake any other duties within the scope of the position of short course administrator as required by line manager and the changing demands of the position