Family Links
Job Description

Job Title: Training Administrator – Online Training and Systems

Hours: 25 hours per week

Salary: £21,000 - £23,000 per annum pro rata

Reports to the Head of Operations and HR

Job Summary/Strategic overview
To support the promotion and follow up of all Family Links training courses and manage the set-up and booking process for the online training.

Line Management responsibilities
None

Key Responsibilities

A. Online Training Administration
B. Other Training Administration
C. Customer Relations
D. General

A. Online Training Administration
Manage the administration for Family Links' online training courses. Ensure this process runs smoothly by:

- Adding team and open online trainings to Zoom, Wix and the Zoom Outlook Calendar
- Booking technical support for all online trainings
- Closing bookings on Wix
- Manually importing delegates from Wix to the training database (BAPS)
- Providing Warehouse Manager with customer addresses for training resources
- Sending out Zoom links for online trainings to commissioners for team trainings and to individuals for open trainings
- Providing Executive and Office Administrator with weekly requirements for Qualtrics surveys
- Carrying out technical support for online trainings
- Working with the Systems and Digital Products Manager to refine digital processes and systems

B. Other Training Administration

- Adding and removing all training courses from website and marking as fully booked as required
- Joint responsibility with the Training and Events Administrator for responding to enquiries in the Training@ inbox
- Monthly download of course feedback and deleting expired Users on eLearning platform (Moodle)
- Monthly download of Wix invoices to send to Finance Assistant
- Processing training feedback and sending on to commissioners, capturing feedback quotes
- Approving requests to join the Parent Group Leader login section

C. Customer Relations

- Using the CRM system (Workbooks) to send targeted e-shots to promote training
- Keeping CRM system (Workbooks) updated, including removing undeliverable emails and following up with training leads

General

- To take a share in answering the office phone, and opening and closing the office
- To carry out any duties as requested by and agreed with the CEO and commensurate with the post; to adhere to Family Links policies and procedures.

Person Specification

Essential Skills and Qualifications:

- Excellent administration skills with attention to detail
- Strong written and verbal communication skills
- Excellent organisational and time management skills
- Strong IT skills and experience
- Experience of using databases
- Responsible and self-motivated, able to work on own initiative

Desirable:

- Previous experience in training administration
- A strong digital mindset and the ability to scrutinise workflows
- A passion for digital trends and knowledge/understanding of the benefits of technology and digital transformation.