

Training Administrator (Rural Skills)



The Role

Department: Rural Innovation Centre (RIC), Harnhill, Cirencester

Salary: Grade 4: £19,201 - £20,835 per annum

Job details: Fixed Term, 12 months Maternity Cover to July/August 2020 (or earlier return of post holder):
Full time 35 hrs pw

Responsible to: RIC Supervisor

Relationships with: Staff, marketing department, students, clients, visitors, suppliers,

Main purpose of job: First point of contact for enquiries, flexibility to prioritise changing workloads, ensure that all materials are prepared for delivery of short courses, deliver marketing material as requested, generation of all certificates and documentation and all invoicing for courses. Support Rural Skills Training Supervisor in training course scheduling, daily implementation of the Administrate software, accounting processes and ensuring that facilities are prepared for training and events.

Key Responsibilities

1. All aspects of the Rural Innovation Centre (RIC) facility and regular daily tasks include handling calls, meeting and greeting, rural skills enquiry emails, event room set-up for courses.
2. Assist with management of the booking schedule for RIC facilities, including bookings for all rooms and liaison with the relevant clients - both internal and external.
3. Market training programmes in close collaboration with the KE outreach officer through social media, the RAU internet, student union and other dissemination when required
4. Monitoring course bookings through software programmes to ensure maximum attendance is achieved
5. Assist with continual update of the RIC database, course booking, and quality control through ISO 9001 documentation, customer satisfaction records and non-conformance records.
6. Develop and implement a working knowledge of current Rural Skills course outlines to enable competent communication with clients/students/instructors.
7. Compile up to date joining instructions, course packs and general mail outs and correlation with registration on professional body website.
8. Effectively engage with students on RAU campus on an ongoing basis.
9. Communicate with instructors to ensure they have correct bookings and information regarding delegates.
10. Sole responsibility for Rural Skills enquiry emails ensuring emails are answered swiftly.

Person Specification

Requirements Post Holder must be able to demonstrate:	Essential (E) or Desirable (D)	Measured By A) Application Form B) Interview C) Test / Exercise D) Presentation
A good standard of general education	E	A
Excellent communication skills, and strong customer focus	E	A, B
Sound telephone skills – liaising with clients, students and instructors	E	A, B
Excellent planning, initiative, organising and administration skills	E	A, B
Good level of IT Skills –MS Office, especially the updating of databases	E	A, B
Ability to manage own workload and prioritise	E	B
Drive and ability to work as part of team and on own initiative	E	B

Application Process

If you are interested in applying for this role, please send:

- A University [Professional Services Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk – you may attach your up to date CV if you wish to add additional information
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk saying where you saw the advert for the role

Closing date: Monday, 3rd June 2019 with **Interviews:** Monday, 10th June 2019