

Job Description

JOB TITLE: Administrator, Courses & Events

REPORTS TO AND JOB DESCRIPTION AGREED BY: Courses & Events Co-ordinator

NAME OF JOBHOLDER:

DATE: February 2012

PURPOSE OF JOB:

The main purpose of this role is to provide administrative support to all elements of the Courses & Events Team, Interactives Lead Trainer and Futurewise Fairs Manager. In particular it is key for this role to provide additional support to the team during busy/peak periods.

ORGANISATIONAL POSITION

The role reports to the Courses & Events Co-ordinator. There is close liaison with the Futurewise Fairs Manager and the Interactives Lead Trainer.

PRINCIPAL ACCOUNTABILITIES/RESPONSIBILITIES

GENERAL

1. Supporting the Courses & Events Co-ordinator in ensuring the smooth running of all programmes. Specifically:

Subject, Experience and Skills Development Courses: Assisting with all aspects of courses administration including:

- Preparation of materials including participant-badges, evaluation forms, certificates, Overton Grange and final delegate lists.
- Finalising catering orders for course lunches
- Provide reports for C&E from the booking system as required.
- Responding to incoming C&E queries (includes payment queries) and contacting applicants where necessary to inform of date/change/cancellation of courses via phone and e-mail.
- Entering data onto the courses booking system
- Other duties as may be reasonably required by the C&E Co-ordinator

2. Supporting the Futurewise Fairs Manager in ensuring the smooth running of the series of Futurewise Fairs and other events, specifically:

- Assist with the collation of and mailing of marketing and other materials as requested to hosts, attendees and/or exhibitors
- Assist with preparation of materials for the day of each fair
- Other duties as may be reasonably required by the Futurewise Fairs Manager
- Photocopy booking forms and distribute internally as required

3. Supporting the Interactives Lead Trainer in ensuring the smooth running of the series of InterActives/Inspire challenge events. Specifically:
 - Prepare materials in a timely manner for each InterActive/Inspire challenge event
 - Check, and co-ordinate materials for InterActives/Inspire challenges
 - Assist with sourcing materials for InterActives/Inspire challenges as required and keeping stock levels up to date
 - Unpack returned Interactive/Inspire challenge materials within agreed timeframe in liaison with Interactive Lead Trainer
 - Other duties as may be reasonably required by the InterActives Lead Trainer

4. General Support to the Interactives and C&E team:
 - Purchase stationery for the C&E and Interactives team as required to ensure all events run smoothly
 - Open post on behalf of the C&E and Interactives team (daily)
 - Answer and handle incoming calls for the team ensuring messages are taken and passed on to relevant individuals within the team.
 - Collating Evaluation/Feedback forms for C&E, Fairs and Interactives post event and inputting into Survey Monkey
 - Ensure C&E planner is populated and kept up to date

PERSON SPECIFICATION

	Essential	Desirable
Education & Qualifications	Intermediate level Microsoft Office (Word, Excel, Powerpoint) Educated to GCSE level	Educated to A level
Experience	Administration experience Good working knowledge of email and internet	Previous experience of events administration
Behavioural & Function Competencies (Knowledge & Abilities)	Excellent organisational skills Ability to work to deadlines Good communication skills	

Appendix 1 – Key Objectives 2011/12

Operations

- Ensure the accurate entry of data into the Course booking system
- Support high levels of customer service through handling/resolution of external enquiries relating to Course attendance
- Ensure that Course materials are prepared within required timelines as confirmed by the C&E Co-ordinator
- Ensure customer queries are dealt with and followed through to resolution in a professional and timely manner
- Ensure that mail is collected, opened, and distributed across the events team as required – taking ownership of items that can be progressed by the Assistant Administrator directly
- Ensure that stationery levels across the events team are maintained at required minimum levels as confirmed by the C&E Co-ordinator and replenished as required
- Proactively seek additional activities not specifically referenced here, that will provide support to the events Management team

Communication

- Review with the C&E Co-ordinator on a daily basis a list of tasks and their timelines to be completed
- Communicate regularly with the C&E Co-ordinator to advise of any issues or challenges faced with existing workloads and work proactively to review this to ensure minimal impact on the events team

Quality

- Ensure all operational objectives are delivered to expected levels of quality and timelines as confirmed by the C&E Co-ordinator
- Ensure all external enquiries relating to an event are handled in a professional and timely manner

DIMENSIONS

Minimal travel may be required from time-to-time. No direct reports.

CONTACTS

Internal

Courses & Events Co-ordinator
Futurewise Fairs Manager
InterActive Lead Trainer
Post-holders from other Business Areas as required

External

Schools, Parents, Students, Exhibitors, Venues

Agreed By: Job Holder Date:	Agreed By: Manager Date:
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