

Job Role Administration Assistant

Reporting to: HR Advisor

Purpose: To support the Operations, and HR & Training functions by providing a high standard of administrative support to enable to teams to run smoothly and efficiently

Achieving Results

- HR & Training administration tasks including maintain the training database, collate KPIs from all sites for client submitting, submitting all certificates to HO for CITB grant claims, timely renewal of Health and Safety qualifications, effective co-ordination of L&D interventions.
- Any other Training and HR administration task as directed

Managing the Process

- Undertaking general typing of correspondence, documents, emails
- Photocopying and filing of training information to ensure records are maintained and available for claiming CITB funding. Copying and issuing staff with original certificates. Keeping organised paperwork for access by training advisor.
- Running reports from the database to provide information as and when required
- Production of booking confirmation and joining instructions
- Booking venues, booking refreshments, issuing delegate lists and obtaining attendance records.
- Preparation of Monthly Job Reviews and Client Reports as needed for site.
- Help to collate the London Regional Board Report
- Maintain service delivery spreadsheets for all sites ensuring they are up to date and accurate
- Ensuring all information is correctly filed within Project + for the Operations department
- Manage document control and flow of correspondence, information, reports, and minutes into and out of the department of both internal departments and external clients
- Supporting site staff where necessary with adhoc enquiries and tasks
- Carry out other Training and HR administrative tasks as required including:
 - Typing of notes, reports and letters.
 - Electronic filing and photocopying.

- Certs - scanning, filing, sending for grant, issuing.
- Copying, preparing training materials.
- Preparing new starter offer packs
- Covering the Reception and Post on a rota basis for breaks, sickness and holiday cover
- Ordering lunches and making refreshments for management meetings

Service First

Ensure that all necessary administration in relation to external suppliers and internal customers is carried out in a timely and accurate manner.

- Contacting training providers by telephone and corresponding by e-mail and post to co-ordinate the booking of courses
- Requesting training information and attendance confirmation from office and site staff in person and/or in writing, and chasing when necessary to meet deadlines

Delivering Quality

- Demonstrate accurate administration skills in all relevant areas of job role.
- Demonstrate a professional and courteous attitude at all times.

Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Microsoft Word		✓	
Microsoft Excel		✓	
Microsoft Power Point		✓	
Microsoft Outlook		✓	
Ability communicate with others verbally and in writing		✓	
Ability to effectively co-ordinate HR records/paperwork		✓	