TRAINING ASSISTANT (MATERNITY COVER)

JOB DESCRIPTION AND PERSON SPECIFICATION
1. Job details

Job title: Training assistant (maternity cover)

Responsible to: Enterprise development manager

Directorate/Department/Team: Enterprise and development / Marketing and membership

2. Job purpose

To provide training administration and project support to the training coordinator in the delivery of a comprehensive package of high quality, affordable training and development products.

3. Dimensions

The post holder has operational responsibility for administration and client communications at NCVO and will carry out the following tasks:

- to continue to improve the consistency and coherence of NCVO’s training programme through effective organisation and administration.
- to improve NCVO’s financial viability by consistently maintaining and developing NCVO’s reputation and the uptake of its services. This is done by delivering compelling telephone and email communications and very high quality customer service.
- to assist with training communications, maintaining accurate customer and training evaluation data, and coordinating training events and meetings.

The post holder manages no staff but may be asked to manage temporary agency workers.

4. Organisation chart
5. Main accountabilities of the post

Customer service
Be a friendly and professional key point of contact for all training enquiries, providing accurate information and driving uptake of services.

Training course programme event management
- Respond to queries, organise and process bookings, joining instructions, follow up evaluation data.
- Book venues, catering, audio-visual requirements and support materials (eg training packs, delegate lists, name badges, publications stand, marketing materials) for training courses.
- Liaise with trainers, speakers, IT team, venue and catering staff.
- Ensure enquiries and bookings are recorded promptly and accurately on the database and within data protection legislation requirements.
- Ensure materials from trainers are received in good time, format PowerPoint presentations and materials in keeping with NCVO’s house style.
- Arrange couriers for materials, preparing training rooms and pack up rooms after each training course.
- Assist trainers with organising travel as required, including booking taxis, trains, planes and couriers for training materials.
- Set up digital networks on the Yammer platform, for training course groups where applicable, inviting trainers and participants as required and acting as an administrator for these Yammer networks.
- Produce regular reports, detailing booking levels to help inform decisions about forthcoming events.
- Use excellent accuracy and attention to detail with all logistics and administration of all training courses.

Financial Tasks
- Issue and process invoices and expenses using NCVO’s CRM.
- Check and chase payments before courses take place.
- Chase aged debts.
- Ensure the training schedules are up to date.
- Support the enterprise development manager and training coordinator in managing the management accounts, transaction lists and the training budget, and where necessary support them by providing relevant budgetary information.
**Administration**

- Ensure effective and efficient filing systems, both electronically and in hard copy, maximising speed of access to relevant files while minimising the use of physical and virtual storage space.
- Monitor levels of publications and handout materials, stationery, marketing materials and order as necessary.

**Task management**

- Task manage temporary staff, volunteers or trainees as required ensuring they are supported and can work effectively.

**Monitoring and Evaluation**

- Collect, copy and analyse relevant and accurate training course evaluation data using NCVO’s CRM system.

**Other**

- Manage all work related contacts and projects on NCVO’s CRM system.
- Other reasonable duties commensurate with the post.

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**6. Work context**

Each day, millions of people make a difference to the causes they believe in through voluntary organisations and volunteering. This thriving voluntary sector and volunteer movement are essential for a better society – especially in times of challenge and change. That’s why, inspired and empowered by our 12,000 members, NCVO champions the voluntary sector and volunteering. We do this by connecting, representing and supporting voluntary organisations, from the smallest community groups to the largest charities.

The enterprise and development department is led by the director of enterprise and development and is one of three departments at NCVO. It comprises the following:

- marketing and membership team
- NCVO charities evaluation services team
- volunteer centre and quality standards unit
- funding central programme.

The department’s objective is to help improve the performance, sustainability and contribution of voluntary organisations and NCVO by generating sustainable income, maintaining and developing membership services, marketing and providing high quality consultancy, support and advice, training, events, business development and collaborative ventures that meet customer need and improve the effectiveness of members and non members.

NCVO’s training offer contributes to these by:
Job description

- delivering presentations, workshops, seminars and training courses
- developing new tools, ideas and knowledge on impact, governance, innovation, strategy, evaluation, volunteer management and transforming and delivering public services
- providing online good practice information.

The other departments are: public policy and volunteering and planning and resources.

NCVO is an equal opportunities employer and is positive about disabled people.

7. Autonomy and decision making

- Authorised to book rooms and venues.
- Authorised to process contracts and invoices including recommending expenditure and bad debt subject to NCVO financial policies and procedures.
- Authorised to communicate independently with members, non-members, customers and potential customers.
- Authorised to order office stationery.

8. Communications

This post needs excellent communications skills, in particular the ability to listen and respond to members, non-members, customers and potential customers in a helpful and professional manner. The postholder communicates with internal and external stakeholders as follows:

Internal

- primary contact is with other team members, associate consultants and consultants across NCVO including beyond the enterprise and development department.
- The postholder also communicates with the conference suite team for room, AV and catering bookings, and with members of the digital and communications team regarding training course web pages and webinars.

External

- primary contact is with members, non members, customers and potential customers on a frequent basis, as well as with associate consultants and trainers, and venue staff. Contacts will often be senior individuals from a wide range of voluntary and community organisations, often with very high expectations of NCVO’s customer service.
9. Main areas of difficulty

**Unpredictable, time pressured and diverse workload**

The post holder must balance a very high number of competing tasks, many of them with very short notice and tight deadlines. The post holder needs to be extremely well organised, anticipating and mitigating upcoming deadlines and always ensure they are planning a long way in advance.

The post holder must also be skilled at liaising with colleagues to identify and negotiate the most important priorities, distinguishing important tasks from the urgent ones, and fully achieving a challenging workload.

Occasionally, the postholder will be required to work longer hours when training events take place.

**Speed and accuracy**

All tasks undertaken by the role require very high levels of accuracy and attention to detail but also need to be done rapidly. This requires high levels of sustained concentration, very high attention to detail, a conscientious attitude and highly developed systems for predicting and minimising errors.

**Cross-organisational work**

The postholder often needs to work with colleagues in other teams, supporting them in their role as trainer or organiser of training sessions, particularly if they have limited experience of developing or running a training course and will therefore need extra support and reassurance.

The postholder must also be very clear on the deadlines for materials and content, as well as how tasks are assigned and where responsibilities lies for each one.

**Visibility and reputation**

This postholder is often the first point of contact for external members, non members, customers and potential customers. As such, the post holder is required to uphold NCVO’s reputation and its ability to deliver impact and financial viability. The postholder must consistently deliver a very high level of quality customer service and drive the uptake of services, products and training courses.
10. Essential knowledge and skills required

Knowledge

1. Educated to A level or equivalent level of experience
2. Knowledge of using databases (ideally Microsoft Dynamics)
3. Knowledge of event management
4. Understanding of financial procedures and knowledge of financial systems
5. Knowledge of the voluntary and community sector

Skills

6. Excellent time management and self-organisation skills
7. Accuracy, speed with a very high attention to detail
8. Excellent IT skills in Microsoft Office, particularly in Word, Outlook, Excel, PowerPoint
9. Very strong interpersonal and communication skills, including delivering very high customer service
10. Excellent team-working skills and working on own initiative
11. Excellent written and numerical skills

Experience

12. Managing a complex and demanding workload
13. Organising events, training courses or conferences
14. Working with data for customer relationship and event management and within data protection legislation requirements
15. Working to budgets and keeping accurate financial records
16. Providing excellent customer service and dealing with a wide range of internal and external colleagues and stakeholders
17. Developing and maintaining clear and efficient office systems, and supporting others in their use of these

11. General information

To, at all times, adhere to NCVO’s policies on:

- equal opportunities
- diversity and dignity at work
- health and safety
- confidentiality
- no smoking
- environment and sustainability
- financial management